Patrick R Hughes

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SUMMARY

I've worked for 5 years in the government, military, and private sectors. Bringing a positive attitude to any work environment is my true passion.

EXPERIENCE

Information Specialist
TN Air National Guard   **July 2019 – Present, Nashville, TN**
· Provides Information Assurance systems support for all disciplines, ensuring the rigorous application of information security/information assurance policies, principles, and practices in the delivery of network services.
· Created an in-depth Task Tracker saving roughly 6 man-hours per week; $10,000 a year.
· Administered a base-wide SharePoint website for 1,200 personnel.
· Serves as a central point of contact, placing over 100 communication tickets and fixing over 100 communication-related issues, saving $8,000 for the DoD by eliminating the need for customers to need further communication support.
· Expertly supports and maintains $50,000 worth of computer equipment, saving the government Information Technology team 50 man-hours.

Systems Administrator
C-Spire | Formerly Teklinks   **July 2017 – August 2018, Franklin, TN**
· Responsible for managing the IT infrastructure and client satisfaction levels for 50+ businesses throughout Middle Tennessee.
· Improved and problem solved various networking problems, server problems, and cloud-based programs.
· Provided ongoing optimization and problem-solving support, continually surveys system operation to identify potential systems problems which could lead to loss or serious interruption of service.
· Gave excellent customer support and diligently stayed on call 24/7.

Systems Analyst
Benton County Board of Education   **September 2015 – July 2017, Camden, TN**
· Used software-engineering techniques, designs new applications that enhance existing systems. Closely coordinates with the applications' owning agency personnel to ensure NGB and state compatibility and to recommend priorities for systems development and implementation.
· Provided technical assistance to personnel involved in developing system design, programming, specifications, and adapting commercially available software.
· Managed the assigned IT/communications environment with privileged access at the network level for the Wing, Geographically Separated Units (GSU), and Tenants.
· Knowledge of a wide range of standards, principles, concepts, methods, policies, system testing principles and methods, and authorized system approaches pertinent to database management.
· Created a Wi-Fi network for an Elementary school to better assist 300 teachers and students.

EDUCATION

Bachelors of Science in Computer Science
Minor in Web Development · Austin Peay State University · Clarksville, TN · 2018

Associate of Science
Jackson State Community College · Jackson, TN · 2016

COURSEWORK

Airman Leadership School
Eglin AFB · 2020 · Management
192 Hour Leadership Course with the United States Air Force.

INVOLVEMENT

Information Technology Admin
Tennessee Army National Guard · November 2012 – November 2018
· Performed troubleshooting and handled escalated issues; ensured minimal disruption and efficient operational support.
· Earned an achievement award from the Army for fixing key communication systems before deployment to Bulgaria saving 30 lives.
· Served as a central point of contact, placing over 100 communication tickets and fixing over 100 communication-related issues, saving $8,000 for the DoD by eliminating the need for customers to need further communication support

SKILLS

Analysis, Risk Management, Project Management, Client Satisfaction, Leadership, Management, Strategic Direction, Development, Python, Javascript, Solidity, HTML/CSS, web3, JSONLean, Six Sigma Green Belt