**SHAMILA Q. BESLOW**

**(571) 253-5772 C**

**shamilabeslow@gmail.com**

**SUMMARY OF QUALIFICATIONS**

* A Strategic and Result-focused IT Project Manager. Offering 12+ years of IT
* Networking Experience with 10+ years of significant experience in handling information technology, data warehousing, and architecture, data warehouse management, financial reporting and auditing, analytical problem solving, IT
* Strategic Planning, IT design and performance optimization while supporting various technologies in fast developing and complex business facilities. Superior capacity to solve complex problems involving a wide variety of information systems, work independently on large-scale projects, thrive under pressure in fast-paced environments, and directs multiple projects from concept to implementation, while developing unique initiatives to propel technology to the limit and optimize performance. Possess strong communication, presentation, negotiation, and time management skills, with the ability to see the big picture and understand details.

**Active U.S. Government TS Security Clearance**

**Active** **U.S. Government PT Security Clearance**

**EDUCATION**

* Masters of Science, Business

Purdue University, West Layfette, IN

2019

* Bachelor’s of Science, Business

College of Southern Maryland, Laplata, MD

2003

**CERTIFICATIONS**

* Google Project Management Certificate

2023

* PMP

2022

* Comptia Security +CE

Career ID - COMP001021910302

August 2021 - August 2024

* Paralegal

Purdue University, West Layfette, IN

2021

* Contract Law

Purdue University, West Layfette, IN

2020

**TECHNICAL SKILLS**

**Project Management**

* PMP Being a Brand Champion
* Has a deep understanding of the brand and a passion for delivering on brand values that is contagious. Helps others build their knowledge and expertise on target customers and how to successfully execute both brand and operational standards Acting as a Financial Steward
* Knows how to effectively manage and use funds to meet business needs in a way that aligns with brand expectations Managing the Business
* Knows the business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership, production methods, and coordination of people and resources. Driving Business Results
* Understands market dynamics, market-level objectives, and important aspects of the company’s business to accurately diagnose strengths and weaknesses, anticipate opportunities and risks, identify issues, and develop strategies and plans. Technical Background: Expert in Google Suite and MS Office Suite including Word, Excel, PowerPoint, MS project, Teams, and MS Visio. Proficient in Networking, Software, and Hardware for OS X, Windows, and Linux, Python, HTML, SQL and SharePoint. Knowledgeable in PPM tools such as JIRA, Confluence, Clarity, Daptiv, Basecamp, Jira, Asana, Trello, Salesforce, SAP, Kanban and Slack Customer Service & Retention Budgeting and Cost Reduction Market Research & Penetration Corporate Communications IT Infrastructure & Standardization Executive Management Product Lifecycle Management Agile Methodologies Continuous Process Improvement Full Life Cycle Project Management Revenue Enhancement Inefficiencies Identification Business Management Training and Development Business Development Employee Relations Human Development
* Agile Project Management, Budgeting And Procurement, Effective Communication, Process Improvement, Project Management, Project Scoping And Planning, Risk Management, Stakeholder Management, Work Management Tools

**Technical Support/Customer Service**

Tier 1, Tier 2 Tech Support**,**troubleshoot hardware/software**,**troubleshoot network connectivity

**Software**

Active Directory and Exchange, Microsoft Word, Excel, PowerPoint, Access, Outlook, Publisher, Visio, SharePoint, McAfee

**Networking**

TCP/IP, UDP & LAN/WAN Protocols**,**Network Systems Management, VLAN**,**Network Design/Security, VPN, Ipsec**,**GUI Applications

**Operating Systems*/Apps***

Windows 2003R2, 2008 R2, and 2012 Server Administration, Windows 98/2000/XP/Win 7/Win 8 Prof/Vista**,**Windows Server 2K3,2K8**,** Virtual Servers Technology, Microsoft Outlook, Microsoft Office 200/2003/2007, Mac OS, VMware

**Hardware**

Cisco Routers, Switches, Hubs, Wiring and Layout

**CAREER EXPERIENCE**

**Eagle Harbor Solutions**

PM/Application Lead/IT Operations & Maintenance Specialist

October 2022-Current

Plan, manage, and provide guidance pertaining to IT Security architecture to include all phases of computer security (i.e., hardware, software, and telecommunications equipment, installation and evaluation). Involved in diverse projects simultaneously, several of which may have had equally high priority.

* Directs the identification of customers’ information system requirements by the IT team. Ensures the determination of appropriate products or services for the development of project scope, requirements, and deliverables
* Ensure the integration of IT program and services, and develop solutions to integration/interoperability issues
* Initiates, directs and participates in the full life cycle of cyber security appraisals and network penetration testing of geographically dispersed and operationally diverse agency facilities
* Conduct program reviews to determine strategic vision/way forward for assigned resources, to include reshaping program content, workflows and training to support enterprise and directorate-level strategic planning efforts
* Assist with the development of data strategies and associated policies to meet best practices in data security, information assurance, and data retention
* Develop requirements, create performance work statements and evaluate proposals, review deliverables and monitor contractor performance
* Design, developing, and manage systems that meet current and future business requirements and applying and extending, enhancing, or optimizing the existing architecture
* Participate in the collection and analysis of technical data associated with the agency cyber security programs; maintain continued technical liaison with the appropriate staff elements throughout the agency
* Exchange information in connection with cyber security requirements
* Prepare various reports, briefings, summaries, inspection guidance, and progress reports pertaining to this area
* Present data to an audit team, perform spot audits, defend compliance positions or create plans and procedures designed to meet regulatory requirements
* Develops computer, network, and vulnerability scanning solutions or engineering architectures at all classification levels for the Division
* Develop and recommend new and/or revised inspection, evaluation, and penetration testing methodologies for cyber security appraisals
* Documents and maintains technical, cost and schedule risk assessments for assigned requirements request projects
* Coordinates with senior agency leaders and civilian technical personnel within DoD to ensure project specifications are compliant with the intent of regulatory policies, communication, software standards and with user requirements
* Updates plans in response to evolving circumstances, resources, or objectives, and ensures deadlines and priorities are met
* Provides feedback to leadership and stakeholders through appropriate reports, meetings, briefings, and information papers, both formally and informally
* Analyze and determine how the existing mechanisms and elements of knowledge management are used to capture tacit and explicit knowledge; using information technology to store, extract, codify, and synthesize relevant program and contract information
* Prepare written material and making recommendations regarding program management and integration of program activities

**Arlluk Technology Solutions**

PM/Lead Help Desk Technician/ Quality Assurance Analyst/ Riverdale, MD

December 2021 – October 2022

Served as the Functional Group Lead subject matter expert on cyber vulnerability assessments. Provided the technical vision and Information Technology expertise and serves as the lead, responsible for the researching, analyzing, prototyping, recommending, planning, developing, engineering, and implementing the Division's methodologies, authorities, permissions, and equipment for conducting cyber assessments.

* Managed and preformed the duties required to ensure successful and efficient submission, review, coordination, training, SharePoint updates and approval of all IT acquisitions
* Provided expert technical guidance, interpretation, and implementation oversight of applicable information security policies, processes, and practices to ensure operational availability and integrity of applications, systems, networks, and data
* Provided support for Mission Assurance and Red Team Vulnerability Assessments using knowledge of Computer Network Operations/Exploitation/Defense support
* Led the Accreditation to develop long-range plans for IT cyber security system for the NIWC CSSP DCO Network to ensure Defensive Cyber Operations to support Cybersecurity Service Provider (CSSP) functions for DoD and Cleared Defense Contractors connecting to the DODIN
* Provided input to the Risk Management Framework process activities and related documentation (e.g., system life-cycle support plans, concept of operations, operational procedures, and maintenance training materials).
* Documented and addressed organization's information security, cybersecurity architecture, and systems security engineering requirements throughout the acquisition life cycle.
* Identified, evaluated, mitigated, and minimize risks associated with IT systems, documented network requirements (PPSM/Whitelisting), documented team tasks and implementation, authored policies and POAM
* Developed, interpreted, planned, and applied policy, process, procedure, and strategy in delivery of multi-discipline IT Networking services required to achieve data and system integration/interoperability for assigned systems and applications
* Developed and documented the workflows, requirements, and work breakdown structure for inbound customers aligning to the CSSP for support services
* Prepared, reviewed, evaluated, and published technical products and time sensitive reports
* Implementing new or revised IT program plans and policy to support operational efficiency

**Tech Systems, INC LLC**

PM/Lead Help Desk Support / Washington, DC

October 2020 – May 2021

Served as an IT Specialist (INFOSEC) that implements, maintains, and conducts on-site and remote analyses of information systems standard security products, and associated systems. Provided guidance on multiple IT specialties (i.e. privacy, IT security, enterprise architecture, system engineering lifecycle, systems acquisition and budgeting) necessary to meet mission critical initiatives for an organization.

* Applied mastery of IT systems security principles, concepts and methods, including state-of-the-art and emerging techniques and products, to recommend appropriate technical strategies to resolve complex and persistent IT security challenges.
* Performed extremely complex Cyber Security Information Technology (IT) assignments requiring significant depth and breadth of knowledge associated with various specialty areas such as: policy and planning, information security, application software, operating systems, network services, data management, system administration, and customer support
* Evaluated and recommended adoption of new and enhanced approaches for delivering Information Security and IT services and representing the organization in intersections with other organizations
* Collaborated with internal stakeholders to ensure policy compliance with the IT acquisition process
* Managed the Information Technology (IT) Division including personnel and resources
* Conducted analysis and planned, designed, implemented and documented assesses; and managed the critical enterprise structural framework to align IT strategic plans and systems with capability delivery processes of the DoD to meet mission needs.
* Established IT policies, standards, and guidelines and assessing IT program development efforts
* Led systems engineering and architecture requirements analysis workshops involving multiple components of an organization and multi-functional expertise in leading the generation of functional and technical baselines for proposed consolidated enterprise solutions
* Reviewed information technology (IT) acquisition/procurement requests and processes to ensure the proper use of organizational resources
* Identified problems and developed policies and guidance to address technology solutions, including new architecture hardware and software solutions
* Determined the gaps between current and future architectures, and developed plans for transition to the target to ensure interoperability and compatibility
* Provided leadership and cyber security testing operations and reviewed, conducted, or participated in audits of cyber programs and projects
* Led teams in the evaluation of IT solutions, overseeing projects responsible for reviewing and developed recommendations for implementation of IT programs and providing technical leadership and oversight to program assessment teams
* Communicated effectively to convince, influence, advise, and responded to questions from agency leadership, included senior decision makers; leading, evaluating, and/or directing staff
* Preparing, reviewing, evaluating, and publishing technical products and time sensitive reports
* Analyzed technical gaps, tools available within the domain, and designed/evaluated solutions within an IT domain

**TNG Legal**

Paralegal/Office Manager/ PM/Lead Help Desk Support/, Mid Atlantic Depot/Chesapeake, VA

February 2018 – August 2020

* Resolved problems within Microsoft office (outlook, excel, etc.).
* Worked with Active Directory to build user network profiles, reset passwords, unlock accounts, etc.
* Installed, repaired, and set up computer peripherals
* Performed set-up, breakdown, and transport of company electronic equipment on an as-needed basis.
* Researched and resolved issues/inquiries daily
* Communicated thoroughly with client representatives and customers, enabling effective information exchange and efficient process management
* Documented all inquiry activities in the appropriate reporting system
* Uninstall the old McAfee HelpDesk Tool to revoke all permissions provided to users using the old setup.
* Reissue the MCP helpdesk permissions to non-admin users.
* Verified that the MCP helpdesk permissions given to non-admin users are correct.
* Provides administrative and clerical support to two (2) attorneys to including answer phones, returning calls, draft letters, draft simple and complex legal documents. Manages office staff and entire day to day operations of the office.
* Performs legal research and writing.
* Interacting with attorneys, courts, office personnel and other third parties.
* Uses legal knowledge and experience in the fields of family law, business law, estate planning, immigration and personal and perform other duties as assigned.
* Talking to clients, prospects, court personnel, attorneys and other third parties
* Work independently, proactive, professional demeanor, flexible, patient, team player, work well in high-pressure situations.
* Working in a fast-paced environment and pick up difficult material quickly.
* Perform extensive research and legal writing.
* Utilize My case and Lexis Nexis
* Provides keen attention to detail.
* Preform job duties with integrity.
* Managing and maintaining office organization.
* Monitoring other support staff ensuring they stay on task
* Coordinating administrative duties, such as supplies being stocked, case boards are being updated.
* Ensures that the office runs smoothly, clean and orderly. Other duties as assigned..

**Hope-N-Motion LLC**

PM/Help Desk Support Manager, Alexandria, VA

February 2013 – August 2018

* Promoted to Lead manager role to plan, schedule and execute all stages of enterprise software, hardware and system implementations. Assessed business implications for each project phase and monitored progress to meet deadlines, standards and cost targets.
* Excelled in guiding the work of technical teams. Articulated project goals and scope, translated business needs into technical terms, prepared detailed work breakdown structures and instilled shared accountability for achieving project milestones. plans.
* Committed to advancing company tools, technology, and ways of working to better serve our clients and their evolving business needs.
* Supervised ship operations and oversaw employees, ensuring that procedures, storage conditions and practices complied with company and regulatory requirements.
* Responsible for receiving all shipments of products and stored them in an organized manner; ensured that stock items were received, preserved, stored, and delivered with limited/no loss.
* Provided employee training and feedback, making schedules, and overseeing maintenance and upkeep of the store.
* Tracked inventory of products on shelves and storage units, maintained records of products being shipped and received, and tracked any lost or mis-delivered packages.
* Provided technical troubleshooting within an enterprise environment, including system crashes, slow-downs, and data recoveries.
* Engage and track Priority 1 issues, with responsibility for the timely documentation, resolution, and closure of trouble tickets.
* Researched and developed knowledgebase articles for Windows 10 issues, resulting in a 35% increase in first-call resolutions and $5K in annual savings.
* Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95% and 100% on all calls (outperforming the average of 90%).
* Handled 30+ technical/mission-critical calls daily and consistently met high service standards.
* Provide networking/desktop support and perform mainframe and account maintenance tasks.
* Earned commendations for teamwork, flexibility and work excellence in providing IT support to students and faculty.
* Agile Project Management Budgeting And Procurement Effective Communication, Process Improvement Project Management Project Scoping And Planning Risk Management Stakeholder Management Work Management Tools Access Control CompTIA Cryptography Cyber Forensics Data Security Disaster Recovery Planning Firewall Configuration Malware Identification Mobile Device Security Network Security Security Configuration Security Policies Threat Analysis Threat Detection