**Frank M. White**

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**Objective:**

Seeking a position in Network Security and Operations Support. Systems Administrator with 6 years experience in NASA Mission Operations and Science Support of Remote Sensing and Astronomy missions using UNIX/Linux, Windows, MAC, and VAX/VMS systems.

# **EDUCATION:** Bachelor of Science University of Maryland – UMUC College Park MD.

Information Systems Technology and Management (Primary area of concentration.)

Computer Applications (Secondary area of concentration) Minor concentration in History.

**SECURITY CLEARANCE:** United States Government - Public Trust Confidential Clearance

**PROFESSIONAL EXPERIENCE:**

**Computer Systems Engineer/Architect (Summer)**

**Beacon Hill Technical Staffing – U.S. Federal Courts, Washington D.C. May – Sept. 2024 (contract)**

* Windows 11 Office 365 Laptop build project. USMT PowerShell SCAN/LOAD State Imaging
* Active Directory User Account Setups and Management, DNS, InfoBlox, Bitlocker Encryption
* One Drive Configuration User Support, Chrome/Edge Bookmarks Export/Import support.
* KACE/BigFix Endpoint Software Pushes for Specialized Software setup requests.
* Direct Customer Facing and Remote Desktop Training for Windows 11 One Drive Cloud
* Remedy Ticketing System with MS Teams and Sharepoint for Project Coordination Meetings
* Asset Tracking for Project Laptops and Peripherals in EXCEL and SharePoint.
* Training and mentoring of New Team Members.
* UPS 2 Day Ground Packaging and Shipping of New Laptops to Remote Work from Home users.

**Windows Desktop Support Technician**

**Pyramid Tech. - Booze Allen (temp cont)**

**Bethesda MD. Aug. 2023 - Jan 2024 *\*\*\*temporary short-term Holiday Season Contract***

* Windows 10/11 Desktop Tier 1/2 support for MS Office 365 Applications.
* Service Now Ticketing Management
* HP Laptop Warranty Support. Tracking and Coordination for Warranty Repairs.
* Azure Cloud Account support
* Password and BitLocker resets
* Druva Account Backup File Restore
* Power Shell programming for REGEDIT Laptop Account Registration Updates
* SharePoint Knowledge Base contribution for Technical Team Documentation
* MAC support coordination adhoc

**Windows System Administrator**

**Insight Global - Occasions Caterers, Washington D.C. August 2022-March 2023 (*contract*)**

* Windows 10/11 Office 365 Desktop Support for VIP Management & Staff
* Active Directory Account Management of Users and Groups
* Linux Command Line Network maintenance HP OpenView, X-Windows, Win/Load Runner.
* Daily Performance Monitoring using Solar Winds and System Log File Review.
* SCOM- System Center Operations Manager for Active Directory Groups Policy
* SCCM- Security Center Configuration Manager for Patch Updates.
* WSUS- Windows Security Update Service for Security Patch Updates to all Network Computers.
* WEB Administration using IIS Server.
* Cisco Secure Client VPN remote connectivity configuration support.
* ServiceNow Ticketing System Documentation for all service calls.
* Monitoring of Azure and InTune Autopilot Actvie Directory tools for user account maintenance and Group Policy.
* Active Directory Security Management for access level account setup, and password unlock/resets
* Liaison with Network Engineering Team for Cisco Meraki Switch Office Cabling Expansion Project.
* Responsible for ordering new Computer Systems, and Inventory Management of Property Tags.
* Packaging, Shipping, and Tracking of Surplused Computer Equipment.
* Coordinating with 3rd party Office Phone System Vendor Crexendo.
* LAN Printer Support with Konica-Minolta Service for Printer Maintenance
* Provided Daily Share Point Cloud Access Management for Sales Account Team.
* Provided Weekly Office Status Reports to the Project Manager and Team Meetings .

### **Deskside Support Technician**

TSCTI - U.S. Dept. of Energy, Office of Science – Washington D.C.

**January 2022 to July 2022**

* Provided Windows Deskside and Conference Room Meeting Support for VIP and Regular Staff. Performed Pre-meeting Audio and Video Comm Testing.
* Service Now Ticketing Management for all service calls.
* Hardware setup and configuration of Dell Laptops, Docking Stations, Monitors, Keyboard, Mouse, and MFP Printers.
* Software support with SCCM Security and Windows patch monitoring and updates.
* User Group Account Management with Active Directory,
* VPN Support for Remote Work from Home Staff with Bomgar Remote Support tool

**Windows Imaging Migration Administrator United States Senate. Washington D.C. Oct. 2020 - July 2021 (*contract*)**

* Windows 10/Office 365 Imaging of Laptop/Desktop PCs for VIP Senate Offices.
* Data Migration Backup of User Accounts to WD Passport External HDD and Network Share.
* Hardware Installation of RAM Upgrade Kits to Senate Laptops and Desktops
* Software Installation of 3rd party applications and Bios Updates
* Service Now Ticketing and Tracking for all Senate Office Computers
* MAC JAMF MDM ad-hoc Assistance with

Security Certifices and Tokens for user account support.

* SharePoint utilization for Team Knowledge Base procedure and checklist updates as needed.
* Cisco Citrix VPN Configuration and Bitlocker Encryption Configuration of all Laptops and PCs.
* Training and Mentoring of New Imaging Team Members on Imaging Procedure Checklist.
* Senate Office Moves for Computer Equipment
* Installation of 34” to 85” U.S Capitol Congressional Television Systems. (Hanging TVs)
* Asset Tag Serial Number tracking for all Senate Computer Equipment touched.

**Windows System Administrator – National Institutes of Health, Quality Technology**

**Office of the Director for Information Technology, Bethesda MD., March 2016 - June 2020 (contact)**

* Windows 10 Desktop Support for NIH VIP Senior Staff and regular personnel
* Responsible for facilitatang Windows 10 migration project, scheduling with users.
* CRIS - Clinical Research Information System Database Validation and Verification of sensitive Patient PII Records.

PII- Personal Identifiable Information

* Installed, configured and maintained data migration of workstations and software.
* Share Point Knowledge Base for OIT Team Contributions for procedure updates as needed.
* Update and deploy VDI desktop.
* Utilization of ITIL Service Now/REMEDY Ticketing System w/ Bomgar Remote Support
* BMC Remedy Development Updates to ITIL ITSM Standards.
* Software and Hardware Installation, NIH Active Directory Account Management
* BitLocker Encryption of Laptop/Desktop PCs with CyberArc Password Security
* Wireless VPN Setup and Support of CISCO Citrix on NIH work-from-home Laptops
* IPhone/IPad and Blackberry Account Setup and Support.
* NIH Surplus Property Inventory Database Operation and Support.
* Warranty Service Coordination for HP and Toshiba Service Repairs
* MAC JAMF ad-hoc assistance with the in-house MAC Tech in a cross training role.
* JAVA Scripting ad-hoc duties as needed
* Installation of TOAD for Developers
* Microsoft Exchange Office 365 Cloud Exchange Email Migration Support.

**Technical Support Specialist NIH-NCI UOB** National Cancer Institute, Bethesda, MD

**Urologic Oncology Branch, Bld. 10 , TSCTI, Oct 2015-Jan2016 (3 month contract)**

* Windows 7/10 and MAC Desktop Support using ITIL Service Now Ticketing System
* Software and Hardware Installation, NCI-UOB LAN Access Requests.
* CRIS - Clinical Research Information System Database User Support
* IPhone/IPad Setup and Support. Wireless VPN Setup and Support of CISCO Citrix
* CheckPoint and McAfee Encryption Security Configuration for Laptops and Desktop PCs.
* NCI Surplus Property Inventory Database Maintenance
* Warranty Service Coordination with DELL and Lenovo for onsite service repairs.

**Systems Administrator -Nuclear Regulatory Commission/Dell Federal - March 2013 –Jun 2015**

* Windows 7 Migration for NRC Desktop/Laptop Computers for 6000+ NRC staff and VIP Offices
* Remedy Service Ticketing System utilized for Customer PC Migrations
* ScanState & LoadState of User Data to WD Passport External Hard Drive for .MIG file Backup.
* Pre & Post Migration User Interviews with Screen Captures of all PC settings to include:
* Desktop, My Documents, Drive Mappings, Outlook Archive PSTs, NK2, Peripherals
* Active Roles for Account Management, Group Policy, Security, Bios, and Windows Updates.
* Ghost Image Server Operation - Formatting & Disk Partitioning of all new project Hard Disk Drives
* Backup Archiving of user Hard Disk Data prior to Security Wipe and Quality Assurance Checklist.
* NRC Customer Service Help Desk – Dell ITIL Trained – ITIL Remedy Ticketing Operations.
* Remote Support using BOMGAR and Windows Remote Desktop for CITRIX Wireless VPN
* McAfee Security Encryption Installation of Laptops, PCs, Portable Storage Devices, Password Reset
* WSUS/Windows Server Update Service - Monitoring for Microsoft Patch Updates.
* Weekly and Monthly Team Status Reports using Share Point, Info Path, and MS LYNC.
* Scripting using PERL, HTML, JAVA.
* NRC Network Operations Center – Monitor NOC alerts and, as necessary, coordinate further action
* Whats Up Gold Tool for monitoring of VMWare HP Blade Servers in the NRC NOC.

**Windows 7 Migration Team Lead,** **Digital Intelligence Systems, McLean VA. Oct-Nov 2012**

**United States Postal Service, Office of the Inspector General, Rosslyn VA** -(Contract)

* Team Lead for 12 Technicians tasked with Windows 7 Migration of 200 HP 6560B Laptops.
* Team Timekeeping. Weekly status reports to management ITIL Remedy, MS Share Point, Excel.

**Systems Administrator - Computer Sciences Corporation, January 2012 to July 2012**

**FDA/Food and Drug Administration and NIH Bld. 29, White Oak and Bethesda MD.**

* Windows Server 2008 Administration and Tier 2/3 Tech Support for FDA Science Laboratories
* Windows XP to 7 Migration. Symantec Ghost/Altiris for Image Deployment.
* MacBook Pro/Air OS X Installation, Configuration, Individual Customization, and Support
* Linux Red Hat OS Installation, Configuration, Individual Customization, and Support.
* McAfee Security Encryption Installation for FDA Science Lab Computers
* WSUS Monitoring of Security Patch Updates
* SAN Daily/Incremental/Weekly/Monthly Database Backup and File Restore
* Blackberry Configuration and Support of FDA Scientific Laboratory Staff Blackberrys
* Peregrine/Remedy Help Desk Tier 2/3 Desktop user support and Ticketing System utilization

**Windows Integration Engineer –Dell/Opal Technologies October 2011 to January 2012 (contract)**

**U.S. Dept. of Transportation, Washington, D.C.**

* Windows 7 Migration. Installation/Configuration using Windows Easy Transfer Tool
* Microsoft Share Point Documentation of all Integration Team Project Computers

**Network Support Technician -Computer Sciences Corporation - April 2004 to Oct. 2011**

**CDC/Centers for Disease Control - National Center for Health Statistics, Hyattsville MD.**

* Provided Tier 2/3Windows 7/XP Desktop Hardware/Software Network support for 1000+ staff.
* PC Hardware Installation of HDDs, Motherboards, CPUs, Graphics Cards, and RAM upgrades
* Ghost Backup and Restore for all PC Builds and Upgrades. Security Wipes of HDDS
* SQL Server Installation and Configuration of SQL Client, SAS, STATA, SUDAAN
* Research Data Center Systems/SAN Support – Secure Area/Special Access, McAffee Encrypted.
* Blackberry Configuration and Support of the NCHS Director and Senior staff.
* Remedy, HP Open View Help Desk, Active Directory, MS Office, Printer Maint., Routine LAN MAC

**Certifications and Self-Paced Technical Coursework:**

* ITIL Foundations Certified #GR750485979FW – October 26, 2018
* Disney World Class Customer Service – Certificate Awarded Nov. 2017 - XA Systems Training
* General Dynamics Information Technology – Customer Service Skills Seminar – July 2018

\* Currently working towards certification in the following areas:

A+ 1001-1002, Security+, Network+, Amazon ACP

**CORSERA Coursework – these are free online University Collaboration Courses**

* Certificate of Accomplishment, Computer Science 101, Stanford University, September 4, 2014
* Certificate of Accomplishment, Usable Security, University of Maryland, October 31, 2014

**REFERENCES – Available Upon Request**