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| Grant Allen  Consultant  5 years of experience in Information Technology |

Profile

Highly motivated security professional with 4 years of experience in vulnerability management, information, security, and risk management. Skilled in carrying out detailed technical discussions with team members and communicating work status, key issues, and risks to management. Proficient in log monitoring, log management, and incident response. **Currently holding a Secret Clearance with a DOD 8570 certification.**

CGI experience

DCAPES - Cyber Security Engineer, Federal Contract (Dates 08/22 to Present)

* Conduct STIG reviews to ensure compliance with security standards.
* Review code scans and work with development team to address any new findings, improving overall code quality and security.
* Analyze new development stories and sustainment development for cyber impact, proactively identifying potential security issues.
* Collaborate closely with cross-functional teams to ensure the security and integrity of the overall system.

DCAPES - System Administrator & Metrics, Federal Contract (Dates 03/20 to Present)

* Manage access requests for team members and ensure compliance with training requirements.
* Track program key performance indicators and author monthly reports, providing clear and actionable insights to management.
* Maintained accurate records of CGI’s government furnished laptop inventory, ensuring all laptops were accounted for and up-to-date.

WISMIS - System Administrator, Federal Contract (Dates 03/20 to 12/20)

* Monitored all EXPRESS daily operations.
* Troubleshooting network connection issues between EXPRESS and DISA servers.
* Daily inspection of database files to identify errors and data corruption.
* Facilitated quick communication between all finance departments.

WNOC - Cyber Liaison, Federal Contract (Dates 08/19 to 04/20)

* Provided Tier 1 & 2 support to clients utilizing Windows Remote Desktop.
* Builds, configures, and prepares NIPR and SIPR computer systems prior to deployment.
* Maintains user and computer accounts through Active Directory utilizing government appliance Directory and Resource Administrator (DRA).
* Creates trouble-tickets in response to customer issues and requests within the BMC Remedy ticketing system.
* Administer base local area network (LAN) and wide area network (WAN) issues by pinging, trace-routing, an analyzing network traffic for PCs and multi-function devices (MFDs).
* Unit Software License Manager - approves, monitors, and tracks all applications stored on end user computers.

JOCAS II - Help Desk Manager, Federal Contract (Dates 08/19 to 04/20)

* Collaborated with functional analysts and development team to resolve help desk tickets from the nine supported Air Force Bases.
* Maintain proper accountability of IT assets through physical and non-physical inventories, along with disposing of old equipment through DLA.
* Resolved customer related technical software and hardware problems.
* Utilized the Serena Business Management ticketing system to track and monitor customer issues.
* Collaborated with functional analysts in the resting of future software releases.
* Maintained customer accounts in production databases through Oracle SQL Developer.

Other experience

Montgomery County Common Pleas Court - Help Desk Technician, Information Technology (Dates 10/17 to 01/19)

* Responds and resolves user issues and queries related to IT systems used throughout the Court organization.
* Ensures that the Court’s IT assets and user databases are kept accurate, and up to date including password changes.
* Lead one on one and group training sessions, conducted training for new users, and created IT training documents for use by Court staff.
* Imaged, installed, configured, maintained, and supported the Court’s workstation PCs and tablets.
* Lead support for all Court Mac, iPhone, iPad, and other Apple related products throughout the Court organization.
* Lead team on designing Court’s website, including collaboration with department administrators on department specific content.
* Contributed to Court’s quality assurance team. Performed functional testing on potential software releases. Including updating user manuals/documentation.
* Created automated incident workflows into the Court’s ticketing system Serena Business Manager (SBM).

Education

Bachelors degree in Computer Science, Southern New Hampshire University

Associates degree in Secure System Administration, Sinclair Community College

Trainings and certifications

CompTIA Security+ CE

Microsoft Certified Solutions Associate

Linux Security and Network Essentials