# HAROLD HEARD

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## PROFESSIONAL SUMMARY

Cloud & IT Professional with 10+ years of IT infrastructure and support experience, specializing in system administration, cybersecurity, and cloud technologies. CompTIA Security+ certified, with hands-on expertise in Active Directory, Microsoft 365, Google Workspace, and enterprise networking. Recently completed AWS training projects, including provisioning EC2 instances, configuring S3 storage, managing IAM roles/policies, and implementing VPC networking. Strong focus on secure, scalable cloud deployments..

## EDUCATION | CERTIFICATIONS

**Per Scholas | Remote Learning**                                      Current – Dec 2025
**Technical Competencies Covered** - Amazon Web Services Certified Cloud Practitioner – Training practical experience Identity Access Management (IAM) - Launching EC2 instances (Compute, Memory, and Storage Optimized) – Secure Shell into Linux Instances – Putty into Linux Instances from Windows - Elastic Load Balancing – EBS and EFS Storage - Virtual Private Cloud builds – Applying security policies and NACLS – Subnets, IP CIDR blocks, and Internet Gateways – Serverless Computing Services - Virtual Architectural Builds.

**Anne Arundel Community College |** Arnold, MD                          May 2027
**Associate's degree in information assurance Cybersecurity**

**Friendly Senior High School | High School Diploma |** Fort Washington, MD          June 1991

## PROFESSIONAL EXPERIENCE

**Customer Service Specialist**
**Maryland National Capital Park and Planning Commission |** College Park, MD         May 2024 – Present
Supervised youth programs and recreational events, fostering a safe and structured environment.
Scheduled events, managed facility use, and ensured compliance with safety protocols.
Engaged with the community to promote youth development and program participation.

**Technical Specialist**
**Calance @ Gibson Dunn |** Washington, DC                              March 2022 – August 2024
Delivered high-level technical support for Microsoft 365, Google Workspace, Zoom, and Slack platforms.
Implemented secure access protocols and ensured user safety across collaboration tools.
Supported system migrations, troubleshooting, and device management in high-demand environments.

**Desktop Support / Migration Tech**
**Quadrant Inc. @ PWC / FEMA / USDA |** Washington, D.C.                  April 2020 – March /2022
Imaged/migrated workstations using SCCM.
Administered permissions & mobile device security.

**Systems Administrator**
**Evolver  @ Census Bureau** | Bowie, MD                                07/2014 – 03/2019
Managed servers & enterprise storage, applying lifecycle management principles.
Troubleshot distributed networking issues, aligned with Cloud VPC concepts