**Work Experience**

**Prime Technical Services / Leidos**

**Desktop Support / Refresh Technician** - The Pentagon

July 2025 – September 2025

* Contracted Technician trusted with handling Secret to TSI level equipment
* Handled SIPRNet and Secret to Top Secret (TS/SCI) government equipment with Secret clearance.
* Replaced 8–16 computers daily, totaling 1,600+ deployments in 3 months.
* Configured IP settings manually: IP addresses, subnet masks, and gateways.
* Automated secure software installation using government-mandated processes.
* Used endpoint control to ensure only whitelisted accounts accessed systems.
* Managed assets with ServiceNow and followed ITIL-based ticket procedures.

**Storage Strategies, INC**

**Desktop Support Technician** - Fort Belvoir, VA

July 2024 – November 2024

* Provided Tier 2 technical support for government systems.
* Managed accounts via Active Directory and resolved tickets through ServiceNow.
* Maintained endpoint compliance for VPN, CAC login, and system access.
* Worked with Virtual Desktop Infrastructure (VDI) in secure environments.
* Followed escalation protocols and documented all resolutions.

**KeenLogic**

**Help desk/AV Technician** - National Science Foundation Alexandria, VA

November 2023 – February 2024

* Supported 100+ GRFP panelists in Zoom-based technical discussions.
* Facilitated 5+ hour review sessions, resolving issues in real time.
* Handled tickets via ServiceNow, offering remote and live troubleshooting.
* Assisted Professors from across the nation with navigating the voting and paneling systems.

**Radford Uni. Student Life**

**Event Production Technician** - Radford, VA

Aug, 2021 – April, 2023

* Managed AV equipment setup for 70% of campus events.
* Maintained theater lighting and sound systems; responded to urgent support calls.
* Coordinated 100+ live events: lectures, concerts, recitals, and film screenings.
* Responded to high-priority support tickets during on-call shifts.
* Reported maintenance issues and ensured event readiness campus-wide.

[**Certifications**](https://www.credly.com/users/macarios-mensah/badges)

CompTIA CySA+ ce ID: COMP001021686325 04/15/2025 - 04/15/2028

CompTIA Security Analytics Professional – CSAP Stackable Certification ID: COMP001021686325 04/15/2025 - 04/15/2028

CompTIA Security+ ID: COMP001021686325 06/19/2020 - 04/15/2028

CCNA: [Issued by Cisco Network Academy](https://www.credly.com/badges/f69a93a3-4d8c-490d-90e6-eaf23fc1ebc9/public_url) 12/11/2021

AWS Certified Cloud Practitioner ID: 9RFMPK9DNJFEQMK8 06/21/2022- 06/21/2025

**Security Clearance**

Active Secret Clearance, Issued June 2024 by DoD

Public Trust (Tier 1), Issued Nov 2023 via KeenLogic

**Education**

Bachelor of Science in Computer Science & Technology\*\*

Radford University, Radford, VA

Concentration: Cybersecurity

Graduated: May 2023

**Technical Skills**

Languages: Python, Java, C, C++, Batch/Bash Scripting, Go, Javascript

Security Tools: Wireshark, Nmap, UFW, ClamAV, Metasploit, JMP, Tronscript,

Systems: Windows Server, Linux (Ubuntu, CentOS, Kali, Parrot, Debian), Mac OS, AV production, Zoom, Git

Cloud & Virtualization: AWS Suite, Virtual Desktop Infrastructure (VDI)

Networking: SSH, VPN, Subnetting, Routing, Uncomplicated Firewall (UFW), Honeypots, DHCP, SNMP

Endpoint Management: Active Directory, ServiceNow, Desktop Imaging, asset tagging, incident tracking, Microsoft Intune

Soft Skills: Communication, Public Speaking, Teamwork, Problem Solving, Scheduling, Panel moderation, panel facilitation