

# Network Engineer

## Wolters Kluwer/Network Admin II

Ruskin, FL - Email me on Indeed: [indeed.com/r/42d570902de56dd9](https://www.indeed.com/r/42d570902de56dd9)

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Network Engineer

Wolters Kluwer - Tampa, FL - December 2016 to Present

Wolters Kluwer Financial Services TeamMate Division, Network Engineer II (Dec. 2016 - Present)

Supervisor: Stuart Mullen

- Government Hosting Solutions lead;
- Liaison and POC for Government Hosting Certification;
- Configure and Maintain Windows Servers for Hosting Clients;
- Trouble shooting and resolution for Client facing Cloud/Network issues;
- Apply Patches and Windows updates to over 70 Servers;

#### OFFICE of the Inspector General IT Specialist

Racking/Power - Alexandria, VA - June 2013 to November 2016

Supervisor: Charles Lytle

- Testing and upgrade environment architecture, migration, installation, configuration and troubleshooting;
- Liaison and POC for pilot test of an enterprise-wide telework solution;
- Architecture and configuration of Test environment for newest versions of Audit Software;
- Physical Setup (Racking/Power management) and Assisted with Logical configuration of Network Server and Storage in 4 sites in Afghanistan and Qatar;
- Decommissioning, wiping and Disposing of servers/network storage;
- Agency Representative for Federal Users Group of Support Personnel;
- Serve as Component- Wide TeamMate Champion/Administrator ;
- Provide support for over 900 users to analyze, troubleshoot and resolve issues for software, hardware, configuration, best practices, and policy in a timely fashion;
- Provide input on management planning for software upgrades to communicate user needs and wants for software;
- Perform diagnostic and troubleshooting functions for network and server related issues to manage performance;
- Develop user software documentation for CCH Teammate with CITRIX, remote servers, remote pc, and reporting, that CCH TeamMate now uses for training purposes;
- Ensure templates used for reports are updated to comply with changes in policy;
- Edit HTML code for custom CCH TeamMate reports, create additional reports using HTML code, and fix issues associated with CCH TeamMate special reports;
- Provide configuration for Citrix and assisted with a duplicate Citrix environment for load balancing;
- Lead for functionality and beta testing for software upgrades/patches to ensure the seamless integration and upgrade of our existing software as well as beta testing for various Windows 7/8/10 software loads for DoDIG;
- Manage and perform setup, maintenance, and updates of audit software changes on 22 servers (14 CONUS and 8 OCONUS) for classified and unclassified networks;

- Created deployment plans for testing pilot groups and developed a deployment schedule for roll out as well as created and maintained a SharePoint page for report and dissemination of issues and solutions during testing;
- Manage data migration and develop migration plans that produce the greatest results with the least impact and manage mass migration of over 400GB of data, set up and configuration of SQL database for more than three DoD-IG components;
- Lead for migration and upgrades of Audit software from versions for over 800 users and 1100 Projects on Secure and Non-Secure networks;
- Archived over 900 historic projects and ensured that users could access them in the future;
- Trained over 500 personnel across components, from outside agencies, and from diverse technical and non-technical backgrounds on using the audit documentation software, policy, methodology, best practices, and minor trouble shooting techniques;
- Install new versions of software and brief management on software development and application;
- Develop technical installation and configuration documentation for future technician use;
- Ensure data on various resident and remote servers are backed up for ease of recovery;
- Perform liaison functions between our Information Systems Directorate and other personnel components of the agency to ensure the continuity of operations;
- Track and implement guidance and policy documentation changes into the audit documentation software (CCH TeamMate);
- Test software from outside vendors to ensure that we are using the best software to meet user needs;
- DoD-IG representative and contributor at an OIG user's group community knowledge base for troubleshooting, emerging trends, best practices, new policy implementation and new software/hardware requirements.

### **Drummer**

Harvest Life Changers Church International - Woodbridge, VA - May 2009 to November 2016

- Active in spiritual growth personally and professionally;
- Attends practices and services punctually and reliably;
- Rehearse with the group and try out new ideas;
- Communicates professionally with band and leader regarding arrangements and scheduling;
- Assists with creation and input of click, stem, and full tracks for performance;
- Practices independently with songs and tracks to ensure preparedness for rehearsal and performances;
- Practices independently with a variety of other genres for exposure and familiarity;
- Adapts to new concepts, songs, and arrangements quickly and professionally;
- Assists the music program of the church.

### **Auditor**

Department of Defense Office of the Inspector General - Alexandria, VA - February 2004 to May 2013

Audit of Controls Over the Army, Navy, and Air Force Purchase Card Programs (Project No. D2005CK-0202). Developed briefing charts to advise senior level management of timelines needed to complete site visits and to inform of results from completed site visits; Analyzed data to develop target areas of review and target cardholders for review; Delegated assignments to team members during site reviews Led a team of three

on a site visit to one of the Navy bases. Informed cardholders of practices that were non compliant with respective regulations and advised of corrective actions to take; Briefed senior level officers and officials of results gathered from the GPC program review Selected to lead the Navy component of this multi-service audit. Personally prepared the Executive Summary and other relevant sections of final audit report. Examined and validated audit documentation of other auditors on the team

Analyzed closed accounts resulting in over \$90,000 of unclaimed government refunds

Audit of Base Realignment and Closure (BRAC)(Report No. D-2005-084)

Served as Acting Team Leader during team leader absence and delegated audit assignments to a team of five;

Gathered and analyzed supporting documentation for BRAC questions to determine if adequate and reliable supporting documentation was provided for over 17 military bases;

Reviewed and identified discrepancies in both Test and Evaluation and Education and Training data for over 55 spreadsheet reports and over 35 databases to ensure accurate responses were submitted to the Joint Cross Service Groups;

Interviewed DoD agency personnel assigned to answer the second BRAC data call to identify discrepancies in processes and methodologies used in answering data call questions and scenarios;

Identified instances of non-compliance with standard operating procedures, best practices, and government policies;

Prepared report distribution lists, working papers, and site memoranda.

### **Retail Sales Associate**

Pacific Sunwear - Columbia, SC - September 2003 to May 2004

Provide customer service;

Ring up transactions;

Answer questions about products, services, and store merchandise;

Ensuring customer satisfaction;

Maintain a positive and friendly attitude;

Exude confident and attentive demeanor with customers;

Gain and maintain brand knowledge;

Attention to detail;

Learn and suggest current sales to customers;

Consistently meet sales goals

### **Call Center Representative**

AT&T DSL - Columbia, SC - April 2003 to September 2003

-Learn operating procedures for the call center

-Complete extensive training in support for DSL support

-Learn and use call center queue technology to accept phone calls

-Meet call goals regularly

-Provide customer service to customers

-Use tools for troubleshooting to resolve customer problems

-Make sales to customers that call to upgrade service

### **Special Operations Command Budget Department Resource Management Budget Clerk**

U.S. Army - September 2002 to May 2003

Supervisor: Kendel McKeel Tel: 910-432-553

- Data entry;
- Data mining;
- Statistical sampling;

- Written interviews;
- Written questionnaires;
- Comparative data analysis;
- Ratio analysis;
- Detailed cost-benefit analysis;
- Budget estimates;
- Travel estimates.

### **1st Line Blemish repair and Quality Control (Summer Internship)**

Michelin N/A - Lexington, SC - June 1999 to September 2001

- Determine whether blemishes on tires were major or minor
- Repair minor blemishes on tires
- Escalate tires that had major blemishes for further review, repair, or scraping
- Collect samples for Quality Control and determine the level of repair needed
- Train new hires on procedures
- Transport tires to and from quality control
- Maintain a professional attitude and demeanor while working with peers
- Abide by warehouse safety guidelines including ear, eye, skin, and respiratory safety
- Remain alert and vigilant for safety of my peers while in transit to and from station passing heavy machinery

### **Manual Laborer/Janitorial/Transport**

Old Towne Antique Mall - Columbia, SC - June 2000 to September 2000

- Loading and unloading Truck of Various furniture and household items that are for sale and sold.
- Assist customers with loading and unloading purchased items
- Ensure neat and clean appearance of all areas including bathroom, storage areas, and floor
- Ensure both locations are stocked with merchandise appealing to clientele
- Perform minor repairs on household items that are for sale to include minor electrical, cosmetic repairs, and custom painting/staining
- Ensure restrooms are cleaned and stocked with supplies
- Pull sold inventory for loading delivery truck and deliver sold items to customers

### **Manual Laborer/Janitorial/Transport (summer)**

Old Towne Antique Mall - Columbia, SC - June 2000 to September 2000

- Loading and unloading Truck of Various furniture and household items that are for sale and sold.
- Assist customers with loading and unloading purchased items
- Ensure neat and clean appearance of all areas including bathroom, storage areas, and floor
- Ensure both locations are stocked with merchandise appealing to clientele
- Perform minor repairs on household items that are for sale to include minor electrical, cosmetic repairs, and custom painting/staining
- Ensure restrooms are cleaned and stocked with supplies
- Pull sold inventory for loading delivery truck and deliver sold items to customers

### **Camp Counselor**

City of Columbia - Columbia, SC - June 1999 to September 1999

Overseeing the safety security of camp participants to reduce the risk of bodily harm or incidents in a variety of situations.

Organized and implemented daily activities specifically with engaging children in physical activity

Successfully performed conflict resolution related task between camp participants which prevented further escalation to upper management or possible termination from participation of camp privileges.

Provided first aid care for on-site injuries

Counseled children displaying unruly behavior on the importance of respect, kindness, and understanding through positive reinforcement

Informed parents of children's progress and behavioral and observed social issues

Supervised a groups of children on a daily basis

Escorted, supervised and monitored groups of children on a daily basis and on field trips

### **Dairy Clerk/Bagger**

Kroger - Columbia, SC - June 1997 to August 1999

- Promote Corporate Brands to customers

- Promote trust and respect among associates

- Create an environment that enables customers to feel welcome, important and appreciated by answering questions regarding products sold within the department and throughout the store

- Gain and maintain knowledge of products sold within the department and be able to respond to questions and make suggestions about products

- Offer product samples to help customers discover new items or products they inquire about

- Inform customers of dairy specials

- Provide customers with fresh products that they have ordered

- Recommend dairy items to customers to ensure they get the products they want and need

- Check product quality to ensure freshness. Review "sell by" dates and take appropriate action

- Label, stock and inventory department merchandise

- Report product ordering/shipping discrepancies to the department manager

- Display a positive attitude

- Stay current with present, future, seasonal and special ads

- Adhere to all food safety regulations and guidelines

- Ensure proper temperatures in cases and coolers are maintained and temperature logs are maintained

- Reinforce safety programs by complying with safety procedures and identify unsafe conditions and notify store management

- Practice preventive maintenance by properly inspecting equipment and notify appropriate department or store manager of any items in need of repair

- Notify management of customer or employee accidents

- Report all safety risks, or issues, and illegal activity, including: robbery, theft or fraud to store management

- Ensure groceries are bagged with care and with like items

- Help customers load and unload groceries into vehicles

- Maintain an acceptable number of carts and retrieve carts when necessary from the parking lot.

### **Camp Counselor/Maintenance**

Camp Courtney - Hendersonville, NC - June 1998 to September 1998

Overseeing the safety security of camp participants to reduce the risk of bodily harm or incidents in a variety of situations.

Organized and implemented daily activities specifically with engaging children in physical activity

Successfully performed conflict resolution related task between camp participants which prevented further escalation to upper management or possible termination from participation of camp privileges.

Provided first aid care for on-site injuries

Counseled children displaying unruly behavior on the importance of respect, kindness, and understanding through positive reinforcement

Informed parents of children's progress and behavioral and observed social issues

Supervised a groups of children on a daily basis

Escorted, supervised and monitored groups of children on a daily basis and on field trips

Complete preventive and routine maintenance to camp facilities

Administer, assess clean and repair facilities prior to arrival and after departure.

Maintain camp facilities, by keeping facilities clean and in working order, facilities to include dining hall, camp cabins, pool, basketball court, volleyball court/sand, childrens play equipment and tetherball courts.

Lawn care for camp areas to include 4 acres of lawn, hedges, shrubs, areas of mulch, camp fire grounds and fencing.

Operate various lawn care and camp equipment.

Perform minor repairs and maintenance to camp equipment and vehicles.

### **Bustboy/Dishwasher**

IHOP - Columbia, SC - April 1997 to September 1998

Working in the kitchen area and cleaning dirty pots, pans, silverware, and plates.

Operate dish washing machines and/or wash items by hand.

Maintain an orderly work environment by cleaning the kitchen and guest seating areas.

Basic cleaning duties include taking out trash and clearing tables.

Unloading trucks

Stocking supplies.

### **Culinary Utensil Sanitation Engineer/Dish Washer (Summer)**

Camp Courtney - Hendersonville, NC - June 1995 to August 1997

Transport clean and dirty dishes to and from sanitation area to serving area, cooking area, and proper storage area.

Clean and sanitize pans, pots, glasses, utensils, dishes, silverware, and cups using dish washing machine or by hand.

Separate, organize, sort and store clean dishes in designated areas.

Safely and efficiently operate dish washing machine using company procedures and manufacturer manual.

Clean operating areas regularly to include sinks, machinery, and floors.

Remove trash from kitchen and washing areas

Perform opening and closing at appropriate times to include installing and removing mats, sweeping, mopping, and powering on and off dish washing equipment.

Follow safety and sanitation policies and procedures.

## **EDUCATION**

### **Bachelor of Science in Accounting**

Fayetteville State University - Fayetteville, NC

May 2003

## **CERTIFICATIONS/LICENSES**

### **CompTIA A+**

February 2012 to September 2020

### **CompTIA Security+**

February 2012 to September 2020

computer/network/enterprise certification

## ADDITIONAL INFORMATION

### SKILL SUMMARY:

- Windows 7 Configuration and software installation;
- Windows 8.1 Configuration and software installation
- COMPTIA Security +2014
- COMPTIA A+ 2008
- Certified Trainer 2009
- Certified TeamMate Champion [...]
- HTML Script editing,
- SQL data query and script exposure
- VMWare exposure and updating experience
- Windows [...] Web Server configuration and TeamMate Configuration
- Citrix configuration and trouble shooting for Classified network and Unclassified network
- Advanced Windows diagnosis troubleshooting and system performance knowledge,
- Some Mac/Apple OS X trouble shooting knowledge
- Analytical and computer skills to include expertise in CCH TeamMate software and database installation, configuration, integration, maintenance, and troubleshooting;
- 7 years of CCH TeamMate Technical Support and training experience;
- Excellent oral and written communication;
- ACL and Data mining experience, Two years of Contract related audit experience;
- Two Years of contract related and Government Purchase Card (GPC) transaction auditing experience
- Two years of Information Technology and Information and Logical Security Specialized Audit experience
- Data-gathering and interviewing techniques;
- Secret Security Clearance (Renewed in 2013)