

# Thomas Crowell

Indianapolis, IN 46235

## CYBERSECURITY / NETWORK SECURITY CONSULTANT

Strategic and analytical IT Professional and Cybersecurity Professional with deep experience in security and privacy, security control framework development and implementation, and risk assessment for diverse organizations. Attained expert knowledge in compliance with IT Security mandates in infrastructure, systems environments, Governance Risk & Compliance (GRC), and risk mitigation efforts. Boasts comprehensive educational expertise spanning Cyber Security, Expert-level Technical Support, and Safety/Security Regulations.

## CORE COMPETENCIES

- Risk Management & Mitigation ► Network Development & Analysis ► Data Recovery ► Cybersecurity & Information Security
- Root Cause Analysis & Investigations ► Networking, Switches, & Router Configurations ► Hard Drive Removal & Replacement
- IT Training & Development ► Testing Methodologies ► OS Maintenance & Troubleshooting ► End-User Training Initiatives

## PROFESSIONAL EXPERIENCE

### Database Administration | Defense Finance & Accounting Services | 2017 to Present

Presently serves as a Database Administrator charged with providing exceptional data management and technical to a team of cross-functional IT Specialist in direct support of a primary automated information system.

- Meticulously maintains and updates the team's project tracker tool with program information as soon as the tester releases it, while concurrently assigning programs to the testing department before the release date.
- Actively applies and enforces compliance with cybersecurity information security/assurance policies, principles, and practices including GRC, ITAR/DFARS, and related Risk Management.
- Accurately and efficiently installs, configures, and maintains large database and identity management systems software, demonstrated Oracle Database Administrator experience.
- Performs end-point, server, and data protection using malware, antivirus, web/URL filtering, and related safety/security protocols to ensure proper security monitoring.

### OI&T Customer Service | Richard L. Roudebush VA Medical Center | 2016 to 2017

Previously functioned as an Office of Information Technology (OI&T) Customer Service Specialist focused on providing senior-level support services to internal and external users and organizations, proactively diagnosing and resolving client issues through IT ticketing systems.

- Served as a Subject Matter Expert & Consultant in specialty areas concerning a variety of functional operations and providing technical assistance, advice, and training related to hardware/software operation, while concurrently offering expert-level technical information and support on the evaluation, installation, acquisition, and usage of PC hardware and software.
- As the Client Liaison & POC, established the overall customer support functions for problem resolution/referrals, and vendor/emerging technology awareness through proactive demonstrations and customer information briefings/publications.
- Demonstrated expert knowledge of systems and products, successfully resolved fundamental to complex computer and systems-related issues, including installations and upgrades.
- Supported the overall customer experience through the creation of information briefings, presentations, and trainings in security and IT best practices.

## CONTRACT ROLES

2014 to 2016

### IT Desktop Support Technician | RCI (Contract)

In a contract role, performed comprehensive installation, repair, and preventative maintenance for personal computer and related software/hardware. Proactively identified, evaluated, and remediated and/or solved end-user workstation issues and challenges. As an IT Desktop Support Laborer, led efforts for the movement, staging, and deployment of equipment, including the overall collection and disposal of refuse and temporary materials. Directly supported Senior-Level Technical Team in equipment connections for image burn-in and organized equipment by image.

## **IT Support Technician | N2N Technologies**

Proficiently diagnosed software and hardware issues, installed and configured new computer systems and related IT equipment, repaired and upgraded a variety of computers, installed cables, and performed regular updates of servers. Held training sessions, programs, and courses on IT processes to ensure a streamlined flow of communication.

## **Technical Support Analyst | Kelly Services, McGraw Hill CTB**

Communicated effectively with School Educators & Administrators from school districts nationwide, providing support for online student education testing. Provided expert-level proficiency in Tier 1 Technical Support through front-line telephone and email communication, supporting Acuity systems and Indiana ISTEP Testing. Offered support in Microsoft Windows, OS X, iOS, Android, and Chrome platforms.

## **Tier 1 Helpdesk Support Analyst | Bell Techlogix**

As a Tier1 Helpdesk Support Analyst, routinely analyzed and resolved user requests regarding application software and/or hardware usage, logged and tracked incidents, tickets, and requests with Remedy software across the entire ticket life cycle.

## **Laptop Repair Technician | Persa Computers**

Applied exceptional interpersonal communication and collaboration skills as a Laptop Repair Technician. Assisted users in the installation of Windows OS, and performed repairs to hardware, software, or peripheral equipment.

## **MILITARY EXPERIENCE**

### **Transportation Coordinator | US Army | 2007 to 2012**

In a multifaceted role, functioned as the Transportation Coordinator and Front-Line Supervisor for up to 5 Soldiers. In an administrative capacity, prepared manifests that showed baggage mail, freight weights, and the number of passengers on airplanes, while effectively transmitting data to appropriate destinations. Consistently negotiated and arranged the transport of goods with freight companies, advised clients on transportation and payment methods.

### **Truck Driver | US Army Reserves | 2004 to 2007**

Adhered to all applicable state, local, and federal regulations related to the inspection of vehicles, transportation, and deliveries.

### **Armor Crewman | US Army | 1999 to 2004**

A team member of an armored tank crew

## **EDUCATION**

**BACHELOR OF ART, BUSINESS INFORMATION SYSTEMS | Indiana Wesleyan University**

## **CERTIFICATIONS**

**COMPTIA A+ | COMPTIA NETWORK+ | COMPTIA SECURITY+ | CERTIFIED SECURE WEB APPLICATION ENGINEER (MILE2)  
CERTIFIED DIGITAL FORENSICS EXAMINER (MILE2) | CERTIFIED PENETRATION TESTING ENGINEER (MILE2)  
CERTIFIED SIX SIGMA GREEN BELT |**

## **TECHNICAL PROFICIENCIES**

**Windows XP-10 | Windows Server 2008 & 2008R2 | Active Directory | Command Prompt | Cabling & Addressing | IPv4 & IPv6  
Network Settings & Troubleshooting | Virtual Box | Subnetting | Printers, Laptops, & Peripherals | Data Recovery | DNS & DHCP**