

Mr. Kelvin Aning

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Summary: Results-driven Analyst specializing in DoD cybersecurity compliance (RMF, eMASS) and data-driven operational support. Offers 4+ years of hands-on success in SQL-based reporting, vulnerability assessment, and IT systems administration, underpinned by 15 years of disciplined experience in the U.S. Army and law enforcement. Excels at ensuring system integrity, delivering exceptional customer service, and providing the critical data needed for strategic decision-making in secure environments.

Certifications: CompTIA Security+ | CompTIA Network+ | CompTIA CySA+ | CompTIA A+ | PMP (In Progress)

Knowledge: Data & Business Analysis, SQL, Python, Power BI, Tableau, ETL, Data Validation, IT Support, Active Directory, RMF, eMASS, Cybersecurity, Customer Service, Incident Response, Systems Integration, Process Automation

Relevant Skills: Data Analysis & Reporting, Systems & User Administration, IT & Cybersecurity Compliance, Technical Support & Troubleshooting, Process Improvement & Optimization

EXPERIENCE

Community Response Team Officer (Investigator) | Columbia Police Department – Columbia, S.C

2023 – 2025

- Data-Driven Investigation & Proactive Enforcement - Enhanced public safety by integrating data analysis with tactical field operations; analyzed crime data to identify emerging hot spots and executed targeted overt/covert surveillance to gather actionable intelligence, leading to successful enforcement actions and the disruption of local crime patterns.
- Stakeholder Collaboration & Community Partnership - Served as a central liaison for residents, businesses, and external city agencies to foster collaborative problem-solving; coordinated multi-faceted enforcement efforts and implemented outreach initiatives that built public trust and led to the development of long-term solutions for recurring public safety issues.
- Specialized Crisis Intervention - Functioned as a key departmental resource for high-stress situations, utilizing advanced crisis intervention and de-escalation techniques to effectively manage behavioral health crises, resolve domestic disputes, and ensure the safety of all parties involved.

Patrol Officer (Special Investigations) | Hampton Police Department – Hampton, VA

2020 – 2023

- Intelligence & Collaboration - Spearheaded intelligence analysis for violent and non-violent criminal cases, synthesizing disparate data streams to develop actionable target packages and investigative leads. Served as a key analytical point of contact for 5 multi-agency task forces, directly contributing to a 15% increase in suspect apprehension accuracy across partnered operations.
- Process Improvement - Re-engineered and implemented a streamlined incident documentation and digital evidence submission process that eliminated redundancies and standardized data entry.

Accomplishment #1: Case Resolution & Analysis - Orchestrated the comprehensive analysis of case data, digital evidence logs, and field intelligence reports, uncovering critical evidentiary links

and patterns that led to the successful resolution of over 10 complex, high-stakes investigations and directly contributed to a 20% increase in the unit's case clearance rate.

IT Support Specialist | Broadleaf Inc. – Arlington, VA.

2019 – 2020

- End-User Support & Customer Satisfaction - Provided comprehensive Tier I-II technical support for over 100 end-users in a fast-paced environment, acting as the primary point of contact for resolving a wide spectrum of hardware, software, and network access challenges.
- Systems Administration & Security - Engineered and administered Active Directory services, creating and managing user accounts, security groups, and organizational units. Implemented and enforced granular group policies and the principle of least privilege, which hardened the security environment and directly contributed to a 20% reduction in security vulnerabilities related to user access.
- Data Analysis & Process Optimization - Developed and deployed custom SQL queries and Python scripts to perform trend analysis on over 10,000 service desk tickets, proactively identifying the root causes of recurring technical problems.

Accomplishment #1: Consistently exceeded service level agreement (SLA) targets, achieving a 95%+ user satisfaction rating through rapid, effective troubleshooting and clear communication.

Accomplishment #2: Improved service desk efficiency by 15% by implementing a data-driven ticket prioritization system.

Operations Officer | United States Army

2011 – 2021

- Governance, Risk & Compliance (GRC) - Directed the full-spectrum Governance, Risk, and Compliance (GRC) lifecycle for over 10 mission-critical information systems, orchestrating all activities required under the DoD Risk Management Framework (RMF). Successfully achieved and maintained system accreditations and ensured continuous audit readiness, guaranteeing the availability of vital operational platforms.
- eMASS Documentation & Cybersecurity - Commanded the meticulous implementation and maintenance of all cybersecurity artifacts within the Enterprise Mission Assurance Support Service (eMASS). Authored and managed comprehensive security control assessments, developed actionable Plans of Action & Milestones (POA&Ms) to mitigate vulnerabilities, and produced continuous monitoring reports to maintain a robust security posture.
- Personnel Leadership & Development - Led comprehensive training, mentorship, and professional development for a dynamic force of over 2,000 personnel annually. Designed and executed rigorous training programs that ensured peak performance in high-stress, mission-critical environments.

Computer Analyst I | Holyoke Community College – Holyoke, MA.

2008 – 2010

- Technical Support & Resolution - Provided Tier I-II technical support for 5,000+ users, resolving hardware, software, and network connectivity issues via a service desk system to ensure minimal academic disruption.
- Systems & Access Administration - Administered Active Directory and LMS user accounts, managing access controls and security settings through Group Policy to ensure reliable and secure access to educational resources.
- Endpoint & Deployment Management - Utilized SCCM for endpoint management, deploying computer lab images, software installations, and system updates to ensure all academic labs were secure and semester-ready.

Education: Bachelor of Science, Information Technology Management – *America Military University*