**Created**

**Lead**

**Responsible for**

**Quest Media and Supplies**

*Network Architect*10/2021 – 4/2022

* Designed wireless networks for 106 independent countrywide sites
* Configured Windows Servers
* Assisted living-assistant residents in getting their devices connected to the network that was newly installed
* Trained staff to navigate different OS to provide on-site triage, and support for the residents for minor issues
* Configured Ruckus Enterprise Switches 7150, 7250, 7450, 7550
* Configured Ruckus Access Points, SmartZone
* Worked directly with clients and purchasing vendors

**Centene Corporation**

*Junior Cyber Security Analyst*2/2021 – 4/2021

* Performed security monitoring and reporting, analyzed security alerts, and escalated security alerts to local support teams.
* Created tickets and SECTask for security events to be further investigated.
* Lead and responded to security incidents, investigations, and target reviews of suspect areas.
* Consult on teams to resolve issues uncovered by various internal and third-party monitoring tools.
* Identify and resolve root causes of security-related incidents
* Develop and deliver security awareness and compliance training programs.
* Conducted knowledge transfer training sessions for the security operations team upon technology implementation.
* Ongoing review of SIEM dashboards, system, application logs, and custom monitoring tools and endpoint tools
* Malware and threat analysis
* Inspected cloud-based network monitoring tools
* Leading team meetings as Queue Master
* Updating SOPs and Run Books
* Host team meetings for turnover shift
* Verified everyone was logged into their Avaya phones
* Took phone calls for the 'Report to Cyber' hotline
* Used ServiceNow ticketing system
* Documented procedures and processes as they were needed and updated existing documentation.

*Information Technology Analyst* 4/2018 – 8/2018

* Tier 1 support for internal IT support.
* Administrated mobile applications MAAS 360 and DUO mobile.
* Used the ticketing system ServiceNow.
* Documented procedures and processes as they were needed and updated existing documentation.

**Advantor Systems**

*Electronic Technician III*11/2019 – 4/2020

* Perform routine systems maintenance and service repairs for customers with technical, application, and service-related aspects of integrated alarm intrusion systems, access control systems, CCTV, and GBR.
* Perform systems preventative maintenance inspections per the manufacturer's recommendation on integrated alarm intrusion systems, access control systems, CCTV, and GBR.
* Provide system performance analysis on the IDS operational platform.
* Trained >200 end users to perform user-level tasks on their local security system.

**Aerojet Rocketdyne** 2014 – 2017

*Cyber Security Analyst – Remote*

* Analyzed offenses generated in QRadar (SIEM) and determined courses of action, whether to escalate as an attack or create Service Requests to other IT groups for resolutions of misconfigured devices.
* Performed QRadar admin work of Rule creation and changed system rules to suit our environment. Maintained configuration logs of those changes.
* Managed QRadar connected hosts for firmware and software upgrades issued by IBM for both appliances and VMs
* Completed part of process creation for offenses received in QRadar, as well as updated documentation and processes as changes arose.
* Used various methods, such as FireEye, to clear websites for whitelisting; then added sites to defined categories (Cisco SMA).
* Monitored tasks in LANDesk ticketing system for requests, including whitelisting, and accounted lockout investigations in QRadar and device scanning in Rapid7.

*Information System Security Officer (ISSO)*

* Performed weekly and monthly continuous monitoring checks (ref. Risk Management Framework) and physical security checks (closed area inspections and protected distribution system (PDS) checks).
* Performed classroom setting training prior to granting access to closed areas, account creation, or special removable media permissions; tracked and documented subsequent annual refresher training and required forms verifying need-to-know (NTK), security classification guide training, and/or removable media procedures and policies.
* Sanitized, imaged, configured, and hardened Windows 7 systems to compliance in accordance with DSS Baseline Technical Security Configuration Guide in preparation for classified use. (Ref. National Industrial Security Program Operating Manual (NISPOM) Chapter 8 and DD 254).
* Used NIST Security Configuration Checklist Repository to follow DOD Security Technical Implementation Guides (STIGs)
* Closed area custodian and point of contact of two closed areas, six security containers (Ref. Defense Security Service (DSS) and Industrial Security Field Operations (ISFO) Manual).
* Installed, maintained, and repaired hardware and software issues for all workstations and performed routine hardware upgrades and software updates/upgrades as needed.
* Coordinated and deployed quarterly Security Patches for Multi-User Stand Alone (MUSA) and Peer to Peer (P2P) systems, as well as assisted with Microsoft System Center Configuration Manager (SCCM) deployment for client/server systems.
* Maintained responsibility for System Continuous Monitoring, Plan of Action, and Milestones (POA&M).
* Controlled user accounts with Microsoft Active Directory.
* Accredited systems with vulnerability scan procedures to include SCAP tools while keeping step-by-step accreditation documentation.
* Performed routine security audits, account creation/maintenance, vulnerability scans, operating system troubleshooting, and repair for Linux (Red Hat Enterprise) and QNX systems (UNIX-like).
* Maintained active membership of the Incident Response Team with the responsibility of collecting hardware, performing local system scans/analysis, and hardware sanitization as needed.
* Conducted quarterly, in-person training for 43 end users of closed areas

*Service Center Technician*

* Provided prompt initial response to all assigned service requests either in-person or remotely utilized phones and other remote tools (RDP, LANDesk Remote Control).
* Troubleshot the system problem and completed repairs in a timely and efficient manner, ensuring minimal recurrence of the issues.
* Maintained current documentation for the ticket tracking system.

**US Army** 2006 – 2018

**Army Reserves**

*Communications Chief / MOS 88K*

* Operated as a network administrator, system administrator, trainer, and maintainer for a Harbor Master Command and Control Center.
* Developed training program to get crew up to speed with rapidly evolving technology and devices.
* Maintained inventory of 20 workstations, 40 user accounts, and 4 VOIP phones.
* Created documentation that was later adopted by the army as Field manuals in the deployment, operation, and maintenance of mobile communications truck which includes three tactical radios, router, switches
* Trained a combined total of about 1200 soldiers on the use and integration of the radio, and network equipment

**Nevada Army National Guard, 422nd Signal Battalion, Afghanistan Deployment** 2011 – 2012 *Multichannel Transmission System Team Chief / MOS 25Q*

* Monitored the southern WAN of Afghanistan from the HUB via different Simple Network Management Protocols (SNMPc) tools and Bit Error Rates (BER).
* Troubleshot transmission problems and network problems that hindered optimal data transmission.
* Installed, operated, and maintained multi-channel line-of-site and tropospheric scatter.
* Configured and maintained telecommunications equipment such as multiplexers and trunk groups.
* Established familiarity with Microsoft Server 2008.
* Maintained existing Cisco routers and switches via Command Line Interface.

*Network Administrator / MOS 25B*

* Maintained a MAN-sized network compromised of 3 routers and 47 total switches over 3 levels of mandatory access control.
* Used a combination of Cat 5, fiber, and line of sight to establish communications for over 200 users.
* Setup network printers and workstations with Dynamic Host Configuration Protocol (DHCP) over 3 levels of mandatory access control.
* Configured Cisco switches and routers using Command Line Interface.
* Installed image of registered US Army version of Windows 7 to workstations.
* Installed and supported Microsoft Office 2007.
* Configured Cisco Unified Communications Manager (Call Manager) for about 50 VOIP phones.
* Maintained existing Cisco switches and routers.
* Conducted training workshops to develop members of the Taskforce to the operational standards for the mission abroad

**California Army National Guard, 168th MEDEVAC, Afghanistan Deployment** 2007 – 2010

*Signal Communications Chief / MOS 25U*

* Maintained communication and encryption devices on the ground and in Blackhawk helicopters
* Inventoried and distributed encrypted material to supported units
* Destroyed encryption based on time and suspected security risks
* Installed, configured, operated, and maintained tactical radios for Flight Operations to communicate with aircraft for tracking purposes
* Operated and maintained FBCB2 Blue Force Tracker (troop and vehicle movement tracker overlaid on a digital chart)
* Provided helpdesk duties for a Task Force (roughly 1,000 end users) for unclassified and classified networks.
* Worked as helpdesk and desktop support for Task Force while supporting their operating systems which consisted of Windows XP, Windows 7, and Windows 10.
* Became familiar with Unix, Red Hat Linux, Solaris, Microsoft Server 2003, and Microsoft Office Suite 2007
* Escalated and verified privileges in Active Directory.
* Provided classroom and in the field training for radio system and computer competency

**TEKsystems**  2009 – 2010

*Multichannel Vehicular Radio Installer*

* Multi-channel Vehicular Radio Installer
* Removed multi-channel radios from California's state vehicles and replaced them with upgraded Motorola versions.
* Performed complete breakdown and setup of radios on an array of state vehicles.
* Safely wired vehicle's electrical systems to minimize the chance of shorts or electrical fire.