Joshua Inzer

Solutions Engineer

506 Fourth St
Underwood, ND 58576
Phone: 662.364.0782
E-mail: joshua.inzer@gmail.com

Summary Statement:

5 years military experience, 14 years of team leadership, 19 years of Information Technology experience. With nearly 20 years of IT knowledge, I have set up and managed diverse, cross-functional teams of multiple backgrounds and skillsets. I empower and mentor colleagues so that they can reach their goals.

Technical Proficiency

Platforms:	Windows OS 98/NT/2000/XP/Vista/7/8/8.1/10/11, Mac OS X, Linux Redhat, Kali Linux, Unix, Cisco IOS, Apple iOS, Android, Microsoft Server 2003/2008/2012/2016, Microsoft Azure, Solaris
Applications:	Unity, Unreal, Autodesk Stingray, Autodesk 3DS, Microsoft Visual Studio, Visual Studio Code, Microsoft Office, Microsoft 365, Adobe Acrobat, Adobe Suite, Microsoft Visio, BeyondTrust, LogMeIn, Team Viewer, VMware, Perforce, Git, ITSM solutions: Remedy and ServiceNOW,
Critical Skills:	Technical Writing, Time Management, Detail Oriented, Hardware and Software Troubleshooting, Project Management, Problem Solving, Cisco Systems, Network Security, Installation and Repair, Cable/Electronics, Computer Networking, Aviation Electrician's Certification, 3M Program Manager/Information System Technician, SAN systems, Blackberry Enterprise Server, AT&T networking systems, Mobile Armor, Microsoft BitLocker, Retail, Sales
Soft Skills:	Teamwork, Problem-solving, Adaptable, Multi-tasking, Open-mindedness, Effective Communicator, Empathy
Languages:	C#, Python, C++, JavaScript, CSS, XML, HTML, VBS, PHP, SQL
Certifications & Clearance's:	Security Clearance rated at **Top Secret, DOD 8570 Compliant**: AXELOS: ITIL v4 CompTIA: CASP+, CySA+, PenTest+, Security+ CE, Network+, A+, Project+, Data+ EC-Council: Certified Encryption Specialist Google: Data Analytics, IT Support Professional, IT Automation with Python, Project Management ISC^2: Certified Cloud Security Professional (CCSP), Systems Security Certified Practitioner (SSCP), Certified in Cybersecurity (CC) Microsoft: Azure DevOps Engineer Expert; Azure Network Engineer Associate; Azure Security Engineer Associate; Azure Database Administrator Associate; Azure Administrator Associate; Azure Developer Associate; Information Protection Administrator Associate; Security Operations Analyst Associate; Azure Virtual Desktop Specialist; Azure AI Fundamentals; Security, Compliance, and Identity Fundamentals; Azure Data Fundamentals; Microsoft 365: Fundamentals ICPM Certified Supervisor

Project Experience

2019 - 2021

Office 365 Level 3 Migration Support
Supervisor/Technical Lead
- Responsible for leading a team of a team of seven technicians with reporting and bridging communication between teams, to include Problem Management, Enterprise Service Desk, and Program Management
- Responsible for maintaining troubleshooting guides for Microsoft 365 Applications Office and Teams
- Responsible for maintaining Service Level Requirements

Joshua Inzer

- Responsible for working with Program Management in insuring technicians are trained in troubleshooting all problems arisen throughout migration
- Responsible for ensuring resolution categories are standardized between Program Management, Problem Management, and Enterprise Service Desk

2017 - Present

Megaball (3D Rolling Ball Puzzle game)
Team Lead/Lead Programmer/Systems Integration
- Responsible for implementing and maintaining system integration and programming standards
- Responsible for maintaining source code health
- Responsible for the troubleshooting and fixing of bugs
- Responsible for ensuring team of four maintained deadlines and code consistency

2004-Present

Tales of Azure Winds (working title, JRPG)
Concept/Story/Lead Designer/Lead Programmer/Producer/ Marketing/Combat System Designer
- Responsible for maintaining Perforce Source Control server and training colleagues on its use, as well as training colleagues on Unity Game Engine and C# language
- Responsible for ensuring game design adheres to games concept
- Responsible for designing and programming Combat, Leveling/Stats, and Inventory Systems

2014-2018

Garrison Dam Network Upgrade
Technician/Consultant
- Responsible for working with district, Garrison Dam Project Office, Network Operation and Security Center (NOSC) personnel to ensure design met customer requirements
- Responsible for liaising between Garrison Dam Project Office, Worldwide Telecom, and NOSC in the implementation of the design for a seamless transition

2015

Ragnarök Chronicles (Tabletop Strategy game) by Twofer Games
Associate Producer
- Responsible for game balancing and original title artwork
- Responsible for team administrative duties as well as Design Document editing

2014

Break the Fate (Tradable card game)
Lead Designer/Producer
- Responsible for design, creation, implementation, and integration of combat system as well as card lore
- Responsible for game balancing to which a zero-sum outcome was possible, but not probable

Work Experience

2021 - Present	**SAIC**, Riverdale, ND *L3 Team Lead – Technician Support IV – US Army Corps of Engineers* - Responsible for directing the day-to-day tasks for a team of 13 direct reports and 30 volunteers - Responsible for creating process and procedure ensuring standardization of 300+ PC technicians, systems administrators, and network administrators - Conduct Windows OS reviews to ensure USACE is compliant with DISA STIGs and ensure Secure Host Baseline images adhere to Cyber Security posture - Established Code Review Process to scan for vulnerabilities and other unsecure coding practices - Listen to customer requirements and translate to actionable tasks - Provide input on modernization of IT services and technology - Responsible for managed print services and basic print services for Corps of Engineers
2021 - Present	**AzureGames, LLC**, Riverdale, ND *Owner* - Created business plan encompassing development

Joshua Inzer

	▪ Ensured all Intellectual Property is copyrighted ▪ Interface with State government to stay within Good Standing ▪ Reprioritized 8 ongoing project to be carried out over the next 10 years ▪ Utilize SCRUM methodology to maintain project management

2018 - 2021	**Leidos**, Riverdale, ND
	Transition Coordinator
	▪ Coordinate with subcontractors to ensure staffing requirements are met
	Division Site Supervisor – National Capital Region – US Army Corps of Engineers
	▪ Covered the contract services of Field Operations at pivotal Army mission locations at the US Army Corps of Engineers Headquarters (HQ), Army Geospatial Center (AGC), Humphreys Engineer Center Support Activity (HECSA), and 4 Institute for Water Resources (IWR) locations across CONUS
	▪ Responsible for the customer care to 1600+ End User with 80 held at VIP Level of Service
	▪ Supervise and direct the day-to-day actions of 15 technicians and 4 System Administrators
	▪ Provided process improvements to streamline technician workload
	▪ Ensured all sites met Service Level Requirements with an Outstanding rating
	▪ Ensured personnel are compliant with Department of Defense training requirements
	▪ Trained technicians on collaboration tools, resources, and training guides
	▪ Interface with customer to coordinate and execute Temporary Duty Orders
	Level 3 Support Technician – US Army Corps of Engineers
	▪ Projects - Technical Team Lead
	   o Responsible for multiple vendor coordination to maintain US Army Corps of Engineer systems and compliance with Operational Orders (OPORDs)
	   o Led teams dedicated to implementation, documentation, and continued maintenance of Microsoft 365 Apps| Office, Teams, OneDrive; Adobe Acrobat DC; Windows 10| 1709, 1809, 1909; DISA Purebred; Dell| Trusted Platform Module, Command Update, Command Configure
	   o Responsible for hosting, answering, and following up with questions asked during Collaboration Calls
	   o Responsible for liaising between Field Operations management and Enterprise Service Desk and creating process improvements
	▪ Enterprise Service Delivery
	   o Consulted with Service Delivery Management to improve upon practices at struggling districts
	   o Volunteered and asked to assist multiple districts struggling to meet Service Level Requirements
	   o Multitask communication mediums (Email, Jabber, Skype) for PC Technicians who reach out for further assistance of higher tier issues
	   o Administered on-site training to junior district technicians on policy and procedures, tech tools, ticket management, and Remedy while assisting technicians in achieving service level requirement
	▪ Documentation
	   o Volunteered and assisted in the updating of the Uniform Installation Procedures to meet customer requirements
	   o Created procedures for tools without documentation
	   o Translated OPORD on US Army Information Systems required naming convention into Standard Operating Procedure for Army Corps of Engineers – Information Technology
	▪ PC Naming Tool
	   o Responsible for liaising between ACE-IT Government Management and Design of PC Naming Tool and ACE-IT Contractor technicians to ensure technicians have access to required resources
	   o Responsible for ensuring all documentation on tool is current
	   o Responsible for assisting ACE-IT technicians in troubleshooting the tool
	▪ Trainer

Joshua Inzer

	o Responsible for administering training to ACE-IT technicians on, but not limited to, PC Naming Tool, FTE tool, Remedy, and Bomgar. o Responsible for maintaining training materials are current *Break/Fix Technician – US Army Corps of Engineers* ▪ Responsible for maintaining network communications for US Army Corps of Engineers sites in North Dakota and Montana and repair of computers, switches, and multi-function devices ▪ Responsible for ensuring all Information Systems (IS) are properly encrypted ▪ Consulted with Garrison Dam project management on the physical security and environmental safety of network equipment, physical security of premise, cyber security practices, and personnel safety
2015 - 2018	**IMRI (Vectrus)**, Riverdale, ND *Break/Fix Technician – US Army Corps of Engineers* ▪ Responsible for maintaining network communications for US Army Corps of Engineers sites in North Dakota and Montana and repair of computers, switches, and multi-function devices ▪ Responsible for ensuring all Information Systems (IS) are properly encrypted
2013 - 2015	**Apex Systems (Lockheed Martin)**, Riverdale, ND *Break/Fix Technician – US Army Corps of Engineers* ▪ Responsible for maintaining a working relationship between ACE-IT and US Army Corps of Engineers employees by performing duties in a professional manner
2012 - 2013	**Starkville Computers**, Starkville, MS *Network and Systems Administration/ Technician* ▪ Responsible for initial configuration, installation, and maintenance of Cisco Switches, Microsoft Windows Servers, and Microsoft Windows 7 / 8 computers
2011 - 2012	**Rothe Enterprises, Inc.**, Columbus, MS *Network Administrator – US Air Force* ▪ Other areas of concentration included the set up and installation of servers and ensuring back up capability was established, Blackberry Server administration, and VMWare administration
2010 - 2011	**Stark Aerospace, Inc.**, Columbus, MS *Network Administrator & Heron UAV Electronics Technician* ▪ Maintained the network, programmed using XML coding style, remote desktop troubleshooting, and rewiring were involved ▪ Avionics Tech for Unmanned Aerial Vehicle (UAV) included troubleshooting a variety of avionics equipment faults, servicing aircraft for flight and post flight, maintained a control shelter of computers that linked and controlled the aircraft, maintained, and operated SATCOM and LOS communications
2004 - 2009	**United States Navy**, San Diego, CA *Network Administrator & Radio Communication Technician* ▪ Served as a 3M (maintenance) program manager and supervisor of IT operations while being an IT onboard a ship comprised of 4 networks and over 300 computers ▪ Served as ship's antenna maintenance officer ▪ Served as Technical Support Supervisor to nine technicians ▪ Server as Work Center Supervisor to 2 work centers and 22 personnel

Education

Joshua Inzer

2021 - Ongoing   **Western Governors University – Bachelor of Science Cybersecurity and Information Assurance**

2014 - 2017   **Full Sail University – Bachelor of Science in Game Design**
Winter Park, FL

2008 - 2010   **Westwood College Online Bachelor of Science Game Software Development**