

Joshua Inzer

IT Specialist

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Summary Statement:

5 years military experience, 11 years of team leadership, 17 years of Information Technology experience. Mission oriented, self-motivated, detail oriented, and strong analytical skills to deliver desired results.

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, Microsoft Office, Microsoft 365, Adobe Acrobat, Adobe Suite, Microsoft Visio, BeyondTrust, LogMeIn, Team Viewer, VMware, Perforce, Git
- 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
- Languages:** C#, Python, C++, JavaScript, CSS, XML, HTML, VBS, PHP, SQL
- Certifications & Clearance's:** Security Clearance rated at **Top Secret, DOD 8570 Compliant:**
CompTIA: PenTest+, Security+ CE, Network+, A+, Project+, Data+
ITIL v4, Google: Data Analytics, IT Support Professional, IT Automation with Python
Microsoft Technology Associate (MTA) | Software Development Fundamental; Azure Fundamentals; Azure AI Fundamentals; Security, Compliance, and Identity Fundamentals; Azure Virtual Desktop Specialist; Azure Administrator Associate; Azure Developer Associate
EC-Council Certified Encryption Specialist
ICPM Certified Supervisor
Heron UAV Certified Electronics Technician

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
- 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

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- 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 <i>L3 Team Lead – Technician Support IV – US Army Corps of Engineers</i> <ul style="list-style-type: none"> ▪ Responsible for directing the day-to-day tasks for a team of 7 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 ▪ 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
2021 - Present	AzureGames, LLC, Riverdale, ND <i>Owner</i> <ul style="list-style-type: none"> ▪ Created business plan encompassing development ▪ 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 <i>Transition Coordinator</i> <ul style="list-style-type: none"> ▪ Coordinate with subcontractors to ensure staffing requirements are met <i>Division Site Supervisor – National Capital Region – US Army Corps of Engineers</i> <ul style="list-style-type: none"> ▪ 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

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	<p>Engineer Center Support Activity (HECSA), and 4 Institute for Water Resources (IWR) locations across CONUS</p> <ul style="list-style-type: none">▪ 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 <p><i>Level 3 Support Technician – US Army Corps of Engineers</i></p> <ul style="list-style-type: none">▪ Projects - Technical Team Lead<ul style="list-style-type: none">○ Responsible for multiple vendor coordination to maintain US Army Corps of Engineer systems and compliance with Operational Orders (OPORDs)○ 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○ Responsible for hosting, answering, and following up with questions asked during Collaboration Calls○ Responsible for liaising between Field Operations management and Enterprise Service Desk and creating process improvements▪ Enterprise Service Delivery<ul style="list-style-type: none">○ Consulted with Service Delivery Management to improve upon practices at struggling districts○ Volunteered and asked to assist multiple districts struggling to meet Service Level Requirements○ Multitask communication mediums (Email, Jabber, Skype) for PC Technicians who reach out for further assistance of higher tier issues○ 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<ul style="list-style-type: none">○ Volunteered and assisted in the updating of the Uniform Installation Procedures to meet customer requirements○ Created procedures for tools without documentation○ Translated OPORD on US Army Information Systems required naming convention into Standard Operating Procedure for Army Corps of Engineers – Information Technology▪ PC Naming Tool<ul style="list-style-type: none">○ 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○ Responsible for ensuring all documentation on tool is current○ Responsible for assisting ACE-IT technicians in troubleshooting the tool▪ Trainer<ul style="list-style-type: none">○ Responsible for administering training to ACE-IT technicians on, but not limited to, PC Naming Tool, FTE tool, Remedy, and Bomgar.○ Responsible for maintaining training materials are current <p><i>Break/Fix Technician – US Army Corps of Engineers</i></p> <ul style="list-style-type: none">▪ 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
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2015 - 2018	<ul style="list-style-type: none"> 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 <p>IMRI (Vectrus), Riverdale, ND <i>Break/Fix Technician – US Army Corps of Engineers</i></p> <ul style="list-style-type: none"> 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	<p>Apex Systems (Lockheed Martin), Riverdale, ND <i>Break/Fix Technician – US Army Corps of Engineers</i></p> <ul style="list-style-type: none"> 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	<p>Starkville Computers, Starkville, MS <i>Network and Systems Administration/ Technician</i></p> <ul style="list-style-type: none"> Responsible for initial configuration, installation, and maintenance of Cisco Switches, Microsoft Windows Servers, and Microsoft Windows 7 / 8 computers
2011 - 2012	<p>Rothe Enterprises, Inc., Columbus, MS <i>Network Administrator – US Air Force</i></p> <ul style="list-style-type: none"> 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	<p>Stark Aerospace, Inc., Columbus, MS <i>Network Administrator & Heron UAV Electronics Technician</i></p> <ul style="list-style-type: none"> 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	<p>United States Navy, San Diego, CA <i>Network Administrator & Radio Communication Technician</i></p> <ul style="list-style-type: none"> 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

2021 - Ongoing	Western Governors University – Bachelor of Science Cybersecurity and Information Assurance
2014 - 2017	Full Sail University – Bachelor of Science in Game Design <i>Winter Park, FL</i>
2008 - 2010	Westwood College Online Bachelor of Science Game Software Development