

## NETWORK ANALYST I - 3RD SHIFT TEAM LEAD

### Summary

To obtain an Entry Level Network Administrator/Engineer position that will allow me to improve my knowledge and experience within the IT field  
DoD Clearance Currently hold an active Secret level clearance

### Highlights

- Hardware: Can properly install, configure, and troubleshoot components such as Motherboards, Hard Drives, and Video/Sound/Network Cards on PCs and Servers
- Software: Currently work with tools such as Remedy Ticketing System, MS Office 2007 Suite, Cacti Network Monitoring, Multi Router Traffic Grapher (MRTG), and Tivoli Monitoring and Composite Application Manager (ITCAM). Have studied and have a beginner knowledge of software such as Ethereal, Wireshark, and NMAP
- Windows & Unix/Linux: Currently work with and have an intermediate knowledge of Windows XP, Vista, and 7, and beginner knowledge of Windows Server 2003. Also work with and have a beginner knowledge of Red Hat and Fedora 14 systems and have an intermediate knowledge of Unix
- Networking: Have studied and have an intermediate knowledge of various technologies including patch panels, hubs, switches, routers, and access points. Have practiced setting up Cisco switches and routers and have beginner knowledge of the Cisco IOS. Have studied and have worked with the various 802.11 wireless standards and its securities
- Languages: Have studied HTML, Java, SQL+, and MS-DOS as part of my college degree requirements

### Experience

#### Network Analyst I - 3rd Shift Team Lead

October 2009 to Current Palm Beach Gardens , FL

- Provide 24/7 on-site technical support for the Army's AKO/DKO website which supports over 2.5 million users
- Primary Responsibilities â—| Manage a team which runs the nightly operations. Create monthly schedules, check accuracy of daily reports, and make sure levels of communication and knowledge are at their highest â—| Monitor Linux and Solaris based servers which contain services such as Mail, Search, LDAP, SSO, Oracle, and Web using Big Brother and ITCAM tools â—| Diagnose server issues by gathering vital data and resolve the problem or refer to the appropriate engineer for further escalation. â—| Record all issues into shift reports and Remedy ticketing system
- Tasked with preparing Daily Reports that provide the Army with an overview of how the entire infrastructure is operating and gather required statistical data. Created tools that enable teammates to take less time doing mathematical equations
- Created procedures on proper usage and knowledge of critical applications for current and future employees
- Trained employees on day-to-day operations
- Received two awards for selfless behavior by working during the blizzards of 2010

### Manager

June 2007 to October 2009 Amentum i¼ Yorktown , VA

- Responsible for the safety and security of the restaurant, employees, and its guests
- Responsible for all restaurant closing procedures which included financial paperwork, accurate account of all currencies, and employee/security checkouts
- Trained all new team members by providing classrooms that allowed each employee to progress in either our Hospitality, Server, or Bartending program

### Computer Operator II

October 2004 to June 2007 Northrop Grumman i¼ City , STATE

- Provided technical support to the Fairfax County Public Safety Communications Center, Fairfax County Police Department, and Fairfax County Fire and Rescue Department by maintaining and monitoring the Altaris Computer Aided Dispatch system
- Worked as part of a dedicated onsite team responsible for providing 24x7 support for a mission critical Public Safety System
- Supported all users including 911 Call-takers, Dispatchers, Supervisors, as well as First Responders with various products such as Altaris CAD, AltarisView MAP, Management Information System (MIS), and CommandPoint Mobile Data Terminals (MDT)
- Monitored the LAN/WAN to ensure remote workstations, printers, and interfaces functioned properly. Swiftly resolved issues by tracking problem reports, troubleshooting, and escalating to appropriate personnel
- Assisted with the creation and development of a new training room in which I was trained in active directory, workstation, port/vlan, and routing configurations

### Education

B.S. : Information Technology, Network Administration and Security George Mason University i¼ City , State , US George Mason University Fairfax, Virginia Currently pursuing a B.S. degree in Information Technology specializing in Network Administration and Security. Expected to graduate in Spring 2013

### Military Experience

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#### Certifications

DoD Network+ Security+ MCP CCNA

#### Skills

Technical Support, Engineer, Ldap, Linux, Million, Operations, Oracle, Remedy, Single Sign On, Solaris, Sso, Team Lead, Active Directory, Auto Cad, Cad, Dispatch, Lan, Lan/wan, Printers, Training, Vlan, Workstations, Security, Account Of, Closing, Its, Progress, Access, Ccna, Cisco, Dod, Dos, Html, Information Assurance, Ios, Java, Mcp, Ms Office, Ms-dos, Network Monitoring, Networking, Nmap, Pcs, Red Hat, Router, Securities, Sql, Tivoli, Unix, Unix/linux, Windows Server 2003, Windows Xp, Wireless, Wireshark, Network Administration