**Gordon Moseley**Brooklyn, NY  
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### **Professional Summary**

IT professional with over 15 years of experience in system administration, technical support, and incident management. Fast learner and flexible with a solution-oriented approach, passionate about troubleshooting complex issues. Committed to enhancing user experiences and optimizing technology performance through effective solutions.

### **Technical Skills**

* **Operating Systems:** Windows, macOS, Linux
* **Networking:** TCP/IP, DNS, DHCP, VPN
* **Languages:** Python, JavaScript, SQL, C, Bash, HTML/CSS
* **Tools & Technologies:** VMware, Docker, Git, L.A.M.P. Stack, Web Design
* **Design Skills:** UI/UX Design, Visual Communication
* **Databases:** MySQL
* **Security:** Firewalls, Antivirus, Intrusion Detection Systems (IDS), Data Loss Prevention (DLP)
* **Certifications:** Google Certified in Cyber Security, CompTIA A+, CompTIA Security+ CE, CompTIA Linux+, Google IT Automation with Python Professional Certificate

### **Professional Experience**

**IT Specialist**Princeton University — Princeton, NJ  
January 2022 – Present

* Implemented Bomgar (BeyondTrust) for remote desktop support and issue resolution
* Utilized CrashPlan (Code42) for data backup and recovery processes.
* Administered user accounts and devices using Active Directory (Azure).
* Managed devices through Microsoft Intune and JAMF for streamlined operations.
* Utilized ServiceNow for incident management, ensuring effective service delivery.
* Provided Tier II and Tier III technical support, adeptly resolving network connectivity and security challenges.
* Conducted documentation and reporting, security awareness training, patch management, and user access control.
* Engaged in incident detection and response, ensuring timely resolution of security issues.
* Managed data backup and recovery, alongside performance tuning to optimize system efficiency.
* Supported user access management (network, credentials, MFA, Identity and Access Management (IAM)) and data management (storage, encryption, backups, security permissions).
* Conducted malware analysis, vulnerability assessments, data encryption, and endpoint protection measures.
* Debugged database issues to ensure smooth operation and data integrity.
* Maintained strict confidentiality of personal, proprietary, and confidential data; followed procedures to ensure privacy, security, and proper data use.
* Trained IT helpdesk staff to enhance service delivery and technical support skills.
* Developed solutions and created technical documentation for a previously unsolved problem.
* Managed IT asset inventory and lifecycle to ensure optimal utilization and compliance.
* Provided executive support for the University Office of the President, NASA, Department of Energy (DOE) PPPL, and Office of General Counsel.

**Computer Analyst**Brookdale Hospital Medical Center / DELL — Brooklyn, NY  
March 2019 – December 2022

* Implemented healthcare software solutions, including Citrix, Epic, AllScripts, e-ClinicalWorks, and Dentrix.
* Performed troubleshooting, parts replacement, upgrades, and deployments on client assets.
* Ensured HIPAA compliance through the implementation of security measures and adherence to SLAs.
* Conducted vulnerability assessments and deployed security patches to protect healthcare software systems.
* Met SLAs and executed service delivery during the COVID-19 peak while ensuring HIPAA compliance using ServiceNow.

**I.T. Vulnerability Analyst**AIG / DELL — New York, NY  
May 2014 – March 2019 (Contract)

* Established and analyzed penetration test results, design reviews, source code reviews, and security tests.
* Compiled and tracked vulnerabilities over time for metrics purposes.
* Formalized documentation of policies and procedures and adopted industry-standard Information Security and IT Operations frameworks (ITIL, NIST).
* Conducted security source code reviews for Java, JSP, PowerShell, ASP.NET, Shell scripts, and web-based applications.
* Supported firewall, proxy, IDS/IPS, DLP, and vulnerability scanners.
* Evaluated the health and management of anti-virus, anti-malware, and other advanced threat agents in a global deployment.
* Managed hard drive backups, restores, imaging, data recovery, data migration, and network diagnostics.
* Set up and maintain cloud services and virtual machines.
* Utilized VPN and RealVNC for remote administration, task automation, and web design.
* Provided macOS troubleshooting, including resetting PRAM, flushing .PLIST files, recovering files, and resetting passwords.

**Computer Help Desk Level III**U.S. Department of Labor — New York, NY  
March 2010 – September 2014

* Read and write SQL; scripted for process automation and reporting.
* Managed network wiring, infrastructure, email, and file shares, while creating updates as needed.
* Leveraged analytical and problem-solving skills to develop effective solutions.

**Computer Help Desk**National Grid — New York, NY  
January 2009 – December 2009 (Contract)

* Provided remote desktop assistance for LAN and VPN users, utilizing Active Directory.
* Supported the “Netscape-to-Microsoft Outlook mail migration” project.
* Conducted password resets, account unlocking, and general troubleshooting.
* Utilized DameWare, Radia, and Remedy ticket software to track and record (approximately 40-60 issues daily).

**Apple MacOS Tech./System Administrator**Data Velocity — New York, NY  
October 2008 – December 2008 (Contract)

* Provided solutions for Microsoft Windows users converting to macOS.
* Maintained small business servers (SBS) for contracted companies, including law firms; set up secure VPN connections.
* Offered email troubleshooting with Microsoft Exchange Server and IMAP.
* Scripted to simplify tasks for both Microsoft Windows and UNIX/Linux clients.

**Information Systems Technician**U.S. NAVY — Mayport, FL  
June 2006 – September 2008

* Executed disaster recovery strategies for servers, implementing automated backup solutions and advanced data protection measures.
* Conducted data recovery and imaging utilizing industry-standard tools and methodologies.
* Performed comprehensive vulnerability assessments and threat analyses; managed risk mitigation and resolved complex network security issues.
* Oversaw data migration and integration across Microsoft Windows, Linux, and macOS platforms, ensuring compliance with best practices.
* "Implemented security controls to protect sensitive data in all operations.

### **Education**

**Electrical Engineering**University of Florida

**AOS in Computer Programming and Information Systems Technology**ASA — Brooklyn, NY

**High School Diploma, Merit Graduate***High School of Fashion Industries — New York, NY*

* Major: Merchandising
* IT Technical Assistant: Provided technical support and assistance to students and staff.

### **Certifications**

* Google Certified in Cyber Security
* Google IT Automation with Python Professional Certificate
* CompTIA Security+ CE
* CompTIA Linux+
* CompTIA A+

### **Awards**

* **Above and Beyond Award, Princeton University**