

**Gordon Moseley**

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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.

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## 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
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## 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 Dentrux.
- 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.

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## **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.
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**Certifications**

- ISC2 SSCP (Systems Security Certificated Practitioner)
  - Google Certified in Cyber Security
  - Google IT Automation with Python Professional Certificate
  - CompTIA Security+ CE
  - CompTIA Linux+
  - CompTIA A+
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**Awards**

- Above and Beyond Award, Princeton University