

# Marilyn G Sandle

**IT Support Professional**

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Severn, MD 21144

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## PROFESSIONAL PROFILE

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Aspiring IT Professional with a diverse background in pursuit of multiple CompTIA, Linux, & Microsoft certifications. Skilled in computer networking, analytical thinking & creative problem solving. Able to apply customer service concepts to IT to improve user experience for clients, employees, & administration.

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## TECHNOLOGY SUMMARY

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**Systems:** Windows 7/8/10, Mac OS X, iOS, DNS and DHCP, Network, Physical and Logical Security, Network Standards and Protocols, IPS/IDS Intrusion Prevention System, and Intrusion Detection System

**Hardware:** Disassemble and Reassemble desktop PCs, RAM, Hard Drives, Motherboard, Network Interface Cards, and Processors

**Software:** Microsoft Firewalls, identify types of Malware, Adobe Acrobat XI Professional, Scripting with Visual Basic, Classless IP Addressing

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## KEY SKILLS

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- Install and implement wireless networks, and various topologies
- Setup and configure computer hardware, software, systems, networks, printers, and scanners
- Diagnose, repair, prioritize, and display problem-solving skills when troubleshooting technical issues
- Virus and malware mitigation, cleaning infested computers and implementation of Encryptions
- Cloud Platform Support to include: Microsoft Intune, Azure, Office 365 and Google Cloud Applications

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## EDUCATION

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MyComputerCareer | **Information Technology Security Administrator** | November 2020

IT Certifications: **CompTIA Security+, Linux Essentials, MTA Security, & MTA Server**

Columbia College - Columbia, MO | **Bachelor of** | December 2010

Central Texas College - Killeen, TX | **Associates of** | December 2005

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## EMPLOYMENT HISTORY

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**Testing Clerk** | Baltimore MEPS

3/2019 - Present

- Cross-trained in other functions of the MEPS (such as QRP). Handled accountable test material.
- Coordinated testing for candidates for National Language (NLSC) for The Defense Language Proficiency Test.
- Coach, facilitate, solve work problems, and participate in the work of the Military Entrance Processing Command (MEPS) Testing Element.
- Registered applicants for Pre-screening, internet-delivered Computer Adaptive Test (PiCAT); also serve as the local Site Security Manager (SSM) for Picat.
- Familiar with USMEPCOM Integrated Resource System (USMIRS); used for projecting applicants, tracking packets (records); checking Instruct employees in specific tasks and job techniques.

**Army Instructor** | United States Army

3/2015- 9/2018

- Served as local representative and point of contact for the commander. Provided monthly reports, after action reports, and training evaluations on the status of classes.
- Served as an Instructor/Writer for the Allergy and Immunization Course at Walter Reed Military Medical Center (WRNMMC) with a daily strength of five instructors and over 80 students
- Ensured accountability and positive control of test materials protecting the integrity of examinations; maintained accountability of computers and related equipment; responsible for the health, welfare, and supervision of six non-commissioned officers.
- Coordinated and synchronized logistical and administrative support among numerous support agencies to facilitate student training; acts as a mentor, counselor, and establishes standards of conduct and accountability to newly commissioned officers; supervises and refines physical readiness training.

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**EMPLOYMENT HISTORY**

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**SHARP Program Manager | US Army- 1HBCT-Fort Carson**

10/2013 - 2/2015

- Coordinated and participated in prevention events and communications. Briefed leadership on findings, provided talking points to command staff for monthly newcomers briefing, all hands, unit climate briefings, etc.
- Monitored and assessed credentialing of SHARP personnel, to ensure the Command had the appropriate number of trained and credentialed SHARP personnel. Assessed training effectiveness and prepared quarterly training briefings for command staff.
- Worked with leadership to either resolve the sexual harassment complaints at the lowest level possible, or, if necessary, take formal disciplinary or administrative action. Ensured all sexual assault unrestricted reports are provided to leadership.
- Coordinated and participated in the Senior Commander's monthly Sexual Assault Review Board (SARB). Coordinated or conducted staff inspections/staff assistance visits at field units to evaluate SHARP program management and execution.
- Initiated and/or collated data, analyzed and made recommendation for improvements in data gathering and analysis related to sexual assault and sexual harassment; closely monitored data to identify trends; draws appropriate and defensible conclusions; prepared and distributed reports.
- Served as the sexual assault coordinator, responsible for managing the Sexual Harassment/ Assault Response and Prevention (SHARP) Program for a serviced population for soldiers and family members as well Army civilians and contractor personnel authorized to accompany US Forces.
- Served as the subject expert in procedures, issues, and criteria related to Army responses, victim advocacy, reporting /investigative procedures, and decision points and impacts related to incidents of sexual assault and sexual harassment on soldiers, their adult family members, civilians, and US contractors.
- Responsible for developing program objectives, policies, performance measures for program effectiveness, with the intent of reinforcing commitment to eliminate incidents of sexual harassment and assault through awareness, prevention, training, education, victim advocacy, response, reporting, and follow-up actions.

**Health System Administrator | Walter Reed National Military Medical Center**

9/2010 - 10/2013

- Provided administrative direction and coordinated training of assigned medical/administrative personnel with subordinate supervisory positions.
- Evaluated subordinate supervisors and reviewed evaluations of non-supervisory subordinates. Approved selections for subordinate non-supervisory positions.
- Recommended selections for subordinate supervisory positions. Exercise overall supervision over establishment and management of the elements position structure.
- Established clinic policy and ensured the highest standards of professional practice and ethics are maintained, in accordance with MEDCOM policies and regulations, Federal law and Joint Commission guidelines.
- Established operating policies are adhered to; that staff personnel receive the necessary professional training; that medical records are properly safeguarded and maintained; and that all required reports are prepared and submitted in a timely manner.
- Developed and established an efficient and economical position structure which will best serve mission needs by providing the optimum balance between such efficiency, skills utilization, employee motivation and employee development.
- Served as supervisor of two clinical services staff in the hospital setting. Responsible for the overall management of the sections within the guidelines and directives provided, and for the provision of clinical services. Performed various range of supervisory duties required to meet the responsibilities of this position.
- Participated in the clinic's quality assurance, utilization review, and risk management activities. Attended staff meetings; serve as a member of the Performance Improvement Committee, Environment of Care Committee, Infection Control Committee, and other clinic committees as assigned.