

Classification: UNCLASSIFIED

Rojay A. Chase

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EDUCATION

Bachelor of Science: Information Systems, Virginia Commonwealth University, Richmond, VA

- **Webmaster, Alpha Kappa Psi "AKΨ" Professional Business Fraternity** (Jan 2017 – Jul 2018) Led team in developing an effective website that met our target market needs. (www.akspivcu.org)

Certifications: CompTIA Security Plus

WORK EXPERIENCE

IT Specialist (APPSW) TS/SCI, Defense Intelligence Agency, Reston, VA

Aug 2023 - Present

- Serves as a hands-on software developer and leads a team of contractors for new and existing MASINT Missions
- IT Generalist providing Tier II level technical and operational support.
- Utilizing Python, JAVA, and C++ to clean and read data that is mission critical.

IT Hardware Engineer TS/SC, Defense Intelligence Agency, Washington, D

May 2021-Aug 2023

- Led the new initiative to procure and accredit the newest workstations allowing for the Agency to meet mission needs.
- Created SOPs on our processes and troubleshooting efforts to allow operations to have a quick turn-around on solving similar issues for their customers.
- Test software / hardware functionality, compatibility, and system integration
- Transform conversations with shareholders to actionable requirements.
- Recommend technologies to stay ahead of the technology curve.
- Create driver packs to merge into new image builds.
- Continue updating/removing drivers to stay up to date with security needs of the DoD.

SOFTWARE PROJECTS

Interest Calc

- Store users loan information
- Utilize principal loan interest calculator formula.
- Inform user of the total amount of interest paid on loan.

Employee Check In

- Pre-set employee's ID numbers and names
- Match and error check employees input with their correct ID.
- Request users time sheet information
- Store and save timesheet as a .txt file

Founder, Anapact LLC

June 2018-Present

- Implement data analytics to determine customers behavior.
- UI. /UX prototype design using Figma
- Launched IOS and Android app to app stores [Smart Headgear] www.thesmartheadgear.com
- SEO creation
- Facebook Ads creator resulting in 500 pre-sale emails.

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- Social Media Marketing resulting in [\\$10,000](#) in pre-sales in 30 days
- Debug Mobile App
- Cross platform Mobile Development using Flutter.
- Mobile App Distribution using Flight Test
- Google Firebase authentication setup
- Use of Git and GitHub to push/pull/commit recent code.

Systems Support Specialist, Costar Group, Richmond, VA Jun 2018 – May 2021

- Analyze and address over 200 Service Tickets per day, which include updating MacAfee applications, quarantining infected PC's, analyzing Event Logs, creating, disabling, extending user accounts, and configuring VPN's for remote employees, documenting problems and solutions in the Service Desk ticketing system.
- Split the lead on Company Wide RAM upgrade by researching current issues and understanding each customers expectation. Daily use of Windows 2008 R2 Server.
- Leading and overseeing the provisioning process for Windows and Mac OS.
- Assist in migrations of internal systems for acquired companies.
- Administrator in Pulse Secure (VPN), Dropbox, Microsoft Exchange Server, Skype
- Participate in telephone support rotation providing support to users in offices across the US via remote assistance tools and inform management of potential problems and problem trends.

Desktop Support Technician, Virginia Commonwealth University, Richmond, VA Jun 2016 – Jul 2018

- Provided 24/7 on-call technical support for six to eight Dispatch Center members, monitored service queues for possible viruses and phishing emails, and set up add-ons to block the domain of the sender.
- Applied security concepts inside dispatch, which included proximity badges for personnel who successfully completed the Virginia Criminal Information Network (VCIN) training.
- Project Manager on a university-wide lost and found web-based application known as Crowdfind.
- Configure multiple KVM switches for the Emergency Operation and the Emergency Communication centers.
- Used qualitative and quantitative data to determine the best Mobile Data Terminal to fit the needs of over 50 officers and other stakeholders.
- Utilizing Microsoft Visio to create floor and IT diagrams.
- Applied critical vulnerabilities patches to over 25 windows and MAC systems.

IT Intern, King George High School, King George, VA Mar 2015 – Aug 2015

- Provided base level IT support to non-technical personnel and resolved problems with malfunctioning products.

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