**Summary**

Highly talented and accomplished IT professional with extensive background in Systems Administration and Security. Proven ability to play, deploy, administrate, and maintain IT infrastructure. Outstanding project management abilities. Extensive expertise training and supporting systems administrative teams and end user groups. Adept at troubleshooting and resolving hardware, software, and end user issues. Ability to bridge the gap between technical and non-technical users. Excellent reporting, client services and communication skills.

* 10 years of experience in Cyber Security/Project Management/IT Hardware and software support
* Project management for large transition effort for Federal Government
* Developing strategies to enhance overall cyber security program. Maintaining and improving security posture for IT governance.
* Cyber Security for US Government DoD (FISMA, DIACAP, NIST)

**Skills**

SharePoint : SharePoint Server 2010 & 2013, MOSS 2007, SharePoint Designer 2007/2010, SharePoint Portal Server 2003

Applications/Tools : Microsoft Office SharePoint Server (MOSS) 2007 and SharePoint Server 2010 & 2013, SharePoint Designer 2007 and Excel Services, MS Office 2007-2013, MS Web Designer, MS Project, Microsoft Dynamics 2010 & 2013 MS Expression Web Designer, Adobe Acrobat Professional, Adobe Photoshop, NetIQ DRA administration, IMDS, Fireworks, OTA, TTMS, Lotus, Visual Studio, Dream Weaver CS3, AtHoc, BMC Remedy 7.x – 8.1, RightNow Web, Service Now

Development : HTML, ASP.NET, DHTML, XML, XHTML, CSS, CGI/Perl, JavaScript, Java, PHP, C#,

Operating Systems : Windows XP/2000/Vista/7/8.1, Server 2003, 2008, and 2012, SQL Server 2005, 2008, and 2012

Policy/Procedure : Risk assessment, design review, policy development, forensics, incident response, capacity planning, business continuity, disaster recovery, ITIL v3, PMI, NIST, OMB, FISMA, ISO-27000 series, DIACAP

**Certifications**

* Cisco Certified Entry Network Technician (CCENT)
* EC-Council Ethical Hacking (CEH
* EC-Council Computer Hacking Forensic Investigator (CHFI
* GIAC G2700 Standard and Policies
* CIW Perl Fundamentals Exam
* CIW Associates and Professional
* CIW Site Designer
* CIW Web Design Specialist
* CompTIA A+, Security+
* Microsoft Certified Technology Specialist (MCTS) – Windows 7, Configuration
* ITIL v3 Foundations
* ITIL v3 Intermediate – Operational Support and Analysis (OSA)

**Education**

Western Governor’s University

Salt Lake City, UT

MS - Information Security and Assurance – 5/2014 GPA: 3.8 out of 4.0

BS - IT Network Design & Administration – 1/2012 GPA: 3.8 out of 4.0

BS - Business IT Management – 12/2009 GPA: 3.5 out of 4.0

**Capella University**

**Minneapolis, MN**

Ph.D. – IT Information Assurance and Security - Present GPA: 4.0 out of 4.0

**Work Experience**

**Dell Services Federal Government 4/2013 – present**

**Burkburnett, TX US**

**Service Desk Transition Senior Project Manager**

* Assist external government client with various installations, commands, and units to transition the Service Desk. Responsible for various PM methodologies, risk assessment, stakeholder communication, reporting, resource management, and other general Project Management skills.
* Applied PMI processes for all Cyber Security projects, redesigned cyber security processes through BRP, and used Six Sigma and ITIL for quality enhancement on multiple cyber projects
* Developed IT security policies, guidelines, baselines, and procedure for various government organizations to reflect their respected IT governance adherence (e.g. FISMA (NIST/DIACA), SOX, PCI, and more). Implemented risk management framework for organizations, and developed affective strategy for continuous monitoring.
* Performed IT auditing services (C & A) for various government offices using NIST and DIACAP guidelines
* Coordinate the organization of transition project activities ensuring that projects complete on time and successfully.
* Manage a large number of projects simultaneously. Act as the primary liaison between all team members assigned to a project, the Service Desk, and the government customers.
* Coordinate all aspects of project delivery including defining project scope, specifying deliverables, estimating project duration, effort, creating detailed project plans and managing change requests.
* Maintain a complete status, activities and issues report per project to present to the Transition Manager and major project stakeholders
* Conversant in various tools for statistical analysis, management, project planning, and time tracking including MS Project, MS Word, and MS Excel. SharePoint Developer/Admin for DSFG services
* Design and implement user-driven templates, databases, and interfaces for ease of use. In collaboration with other members of management team, identifies policies and process guidelines that will be required to support achievement of the mission and overall program/performance objectives. Provided support in adding/removing content databases.

**Betis Group, Inc. 3/2011 – 3/2013**

**Technology Manager/SharePoint Developer/Admin - Sheppard AFB, TX US**

Primary lead for a team to support install, upgrades, troubleshoot and network connectivity for students, instructors, and staff computers. Primary goal was to optimize the functionality, performance and minimize interruptions of system and to ensure availability and integrity. Develop a network account diagnostics software package that allowed instructor’s visibility of Active Directory information used to determine if accounts exists and to help in account problem diagnostics. Used the latest advancements in technology to pioneer, develop, and implement the network account diagnostic processes leading to the 100% CAC enabled student network logon in use today. These same benchmark processes have been adopted and continue to be deployed at training bases throughout the command. Utilized SQL Database and Microsoft Visual Studio to design and manage the program.

* Utilized various project management methodology & PMI process to enhance various cyber security programs within the Department.
* Assist in the writing and review of Departmental security policies (Security Awareness, IDS, Patch Management, Anti-Virus, etc.)
* Ensuring that systems were compliant with departmental rules, OMB mandates & FISMA (NIST guidance)
* Developed C & A (certification and accreditation) documents (System Security Plans, Security Test & Evaluation Plans, Risk Assessments, Contingency Plans) on major systems using NIST guidelines (NIST 800-18, NIST 800-30, 800-53, and more). Managed the continuous Monitoring phase, which included monitoring and mitigating POAM, conducting self-assessments.
* Assist in authoring OMB Exhibit 300 Capital Asset Plan and Business Cases and related content to include performing and documenting analyses of alternatives (AOA), cost benefit analyses, risk analyses, developing performance goals and measures, and authoring related CPIC life cycle documentation to the OMB Exhibit 300 for the IT security portfolio. Inspected and approved information assurance aspect of OMB Exhibit 300.
* Managed and guided assigned projects to ensure that requirements are met and that the project remains on schedule and on or under budget. Analyze project requirements in the areas of business management, financial management, program scheduling, and critical

path analysis. Supported requirements and perform other related analyst/management activities required for successful completion of the assigned task.

* Develop custom templates for SharePoint and Dynamics for end users requirements. Troubleshoot SharePoint and Dynamics issues, set permission levels and design sites.
* Maintain BMC Remedy ticketing system, report incidents and assign to appropriate shops for resolution.
* Oversee day-to-day operations and ensured the success and efficiency of the assigned projects. Communicate the intent and status of the projects to all stakeholders via written and oral reports.
* Provided on-site and regional network support capabilities. Provide small computer hardware and software support, maintenance, and troubleshooting using priority-based workload management. Provide support for over 8500 computers
* Ability to gather facts and use effective analytical and evaluative methods to assess information, plan the sequence of actions necessary, make sound decisions and solve a variety of database management problems.
* Manage implementation and development of Applications. Serves as the technical consultant and source of authoritative information with a dedicated focus on Microsoft Office SharePoint (MOSS) in a 2007/2010 environment. Provide expert guidance to program managers in establishing an overall approach to development of software and hardware architectural engineering program.

**Department of Defense, 82nd TRW/TOOT**

**5/2010 – 2/2011 - Sheppard AFB, TX US**

**Client Support Technician**

* Utilized various project management methodology & PMI process to enhance various cyber security programs within the Department.
* Assist in the writing and review of Departmental security policies (Security Awareness, IDS, Patch Management, Anti-Virus, etc.)
* Ensuring that systems were compliant with departmental rules, OMB mandates & FISMA (NIST guidance)
* Developed C & A (certification and accreditation) documents (System Security Plans, Security Test & Evaluation Plans, Risk Assessments, Contingency Plans) on major systems using NIST guidelines (NIST 800-18, NIST 800-30, 800-53, and more). Managed the continuous Monitoring phase, which included monitoring and mitigating POAM, conducting self-assessments.
* Assist in authoring OMB Exhibit 300 Capital Asset Plan and Business Cases and related content to include performing and documenting analyses of alternatives (AOA), cost benefit analyses, risk analyses, developing performance goals and measures, and authoring related CPIC life cycle documentation to the OMB Exhibit 300 for the IT security portfolio. Inspected and approved information assurance aspect of OMB Exhibit 300.
* Manage all aspects of information systems to include acquisition, support, training, and installation for an organization.
* Monitor ongoing operation of network systems to ensure hardware and software function properly.
* Troubleshoot hardware, software, Wide Area Network (WAN), and Local Area Network (LAN) problems.
* Recommend selections of and install new computer systems and software, and maintain all computer systems.
* Administer the computer security programs and provide technical customer assistance for new computer systems.
* Information Technology Equipment (ITE) Custodian is responsible for $700k in computer inventory equipment.
* Assisted with migrating over 8700 computers from Windows Vista to Windows 7
* Troubleshoot Windows 7 compatibility issues and found resolutions that were implemented into base wide protocol.
* Upgraded 300 computers to Windows 7 within 7 days, which was 3 months ahead of schedule.
* Provide database maintenance and troubleshoot problems with the IMDS database system.
* Reset passwords and maintain accounts worldwide for IMDS.
* Managed IT asset account for two programs, the total value of assets exceeded $750 million

**One Stop Biz Help**

**8/2006 - 5/2010 - Wichita Falls, TX US**

**Technology Director**

* Setup, deploy, and maintain laptops for authorized users utilizing advanced wireless cards allowing for secure connectivity to a remote network access.
* Develop detailed and summary reports including line and pie charts, trend analysis reports and sub-reports according to business requirements using MS Access, Excel, and Word.
* Designed and developed website for business presence. Provided database solution to integrate into website design, constructed forms for online information gathering, and advanced shopping cart solution for purchases.
* Responsible for troubleshooting, repair and maintenance of the office LAN/WAN network.
* Setup, configured and administered email mailboxes for each workstation.