**Professional Summary**

Army veteran with four years of experience in Networking and Information Systems seeks full-time career in the technology field. Possess active Secret Security clearance through the Department of Defense. Capable of performing both hardware maintenance such as repairs to computers and networking systems, as well as performing software updates and installations. Previous experience also includes work in a supervisory capacity.

**Skills and Qualifications**

* Proficient in: MS Office 2003-2013; Office Communicator; Microsoft SharePoint; Windows OS (XP,7, 8); Internet Explorer; Chrome; Safari; BMC Remedy; PCs; Laptops; VoIP; Printers; Scanners; Switches; and Routers
* Certifications in: CompTIA Security+ (2013); CompTIA Network+ (2014); CompTIA A+ (2014)
* Familiar with the use of social media, such as Facebook, Instagram, Twitter, and updating organizational websites, to promote company events.

**Help Desk and Customer Service**

* Maintained and setup new user accounts in Windows Server 2008 and 2012
* Managed four employees and directly responsible for oversight of day to day helpdesk operations.
* Installed and performed minor repairs to hardware, software, and peripheral equipment, following design and installation specifications.
* Answered users' inquiries regarding computer software and hardware operation to resolve problems.
* Communicated with other military organizations, commercial consumers, and government organizations for service, support, and information regarding products and technologies.
* Read technical manuals, conferred with users, and conducted computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
* Maintained record of daily data communication transactions, problems and remedial action taken and installation activities.
* Created and maintained presentations and training to keep end-users consciously aware of active cybersecurity threats.
* Handled user complaints to ensure that the issue was resolved in a timely and effective manner.
* Successfully managed and completed over 1,000 work orders for more than 200 users within an enterprise BMC Remedy.
* Developed training materials and procedures, and trained users in the proper use of hardware and software.
* Conferred with staff, users, and management to establish requirements for new systems and modifications.
* Set up equipment for employee use, performing and ensuring proper installation of cable, operating systems and appropriate software.
* Read trade magazines and technical manuals, and attended conferences and seminars to maintain knowledge of hardware and software.\
* Inspected equipment and read order sheets to prepare for delivery to users.

**Network and Systems Administrator**

* Did troubleshooting on network connectivity, desktop configuration, printer connectivity, and network access issues regarding permissions.
* Supported and managed a network with over 250 devices and 150+ users across four different security classification enclaves.
* Planned, coordinated, and implemented network security measures in order to protect data, software, and hardware.
* Tracked, maintained, and inventoried over $3 million worth of digital systems, including a variety of routers, switches, radios, servers, and computers.
* Provided 150+ users with telephone, internet and secure teleconferencing.
* In charge of network performance utilization, security monitoring and server maintenance.
* Monitored use of data and regulated access to safeguard information in computer files.
* Analyzed equipment performance records in order to determine the need for repair and replacement.
* Coordinated with vendors and with company personnel in order to facilitate purchases.
* Maintained an inventory of parts for emergency repairs.
* Provided technical support for problems with sound cards, video cards, network cards, modems, hard drives.
* Set up network using Ethernet topology, spliced and laid cables and installed computers.

**Data Security**

* Performed risk assessments and executed tests of holding facility to ensure functioning security measures.
* Maintained permanent fleet crypto logic and carry-on direct support systems required in special land, sea surface and subsurface operations.
* Trained 25 users on the proper handling and safeguarding of classified encryption material with 100% accountability rate.
* Conferred with users to discuss issues such as classified data access needs, security violations, and program changes.
* Reviewed violations of computer security procedures and discussed procedures with violators to ensure violations were not repeated.
* Interviewed applicants to obtain and verify information, such as name, date of birth, physical description and type of security clearance held.
* Prepared badges, passes and identification cards.
* Kept records of encrypted material issued, lost and reissued.

**Work Experience**

**US Army Fort Riley, KS**

**Help Desk Lead 09/2013-Present**

**Network/System Administrator 03/2012-08/2013**

**Technical Operator 04/2011-02/2012**

**Education**

American Military University Online

B.S. Information Technology Management Current Student

University of Central Arkansas Conway, AR

Associates Degree, General Studies 2010