

ERNESTO C. DELUNA JR.

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SUMMARY: Natural technology enthusiast with an unnatural attraction to computer science and helping others.

QUALIFICATION HIGHLIGHTS

- 17 years of professional IT experience, specifically with the U.S. Air Force (AF); specializing in Windows, UNIX/Linux, as well as .Net and Java HR Web applications – enterprise field support for client/workstations and Servers (Application/Database/File Servers), ranging from 8 to over 1 million end-users. 100+ successful IT projects completed – member/leader roles from start to finish.
- Superior technical troubleshooting abilities in Tier II/III & IV Java and .Net application support, network and database connectivity, and cyber security implementations. Actively sees system/network issues through to resolution – including end-to-end packet sniffing/analyzing, DNS, and LAN issues.
- Superb communication skills with end-users and vendors - able to teach and train others; patient and effective when working with a wide range of personalities. Excellent customer service skills – highly rated in customer satisfaction by promptly handling complex trouble tickets. Expertly meticulous when providing technical instructions/graphics to end-users worldwide.
- Pivotal role in the AF Program Management Office's "integrated process team" for AF Human Resource applications/systems, for AF-A1; works with Ops/Devs/end-users/Business Process Owners to deploy planned application releases. Reports Production/Live system defects for potential patches, or rolling back releases/patches that are hard system breaks; and relaying all information to system POC's.
- 8+ yrs. Active Duty AF. Bachelor's degree in Management/Computer Information Systems. Associate's degree in Health Services Management. Microsoft Certified Systems Engineer (MCSE), MCSA. CompTIA certifications: Security+ CEU, Network+, and A+. Average 6 "new" IT books each year and 30+ hrs of continual IT training units.

COMPUTER SKILLS

Hardware: Replacement, installation, troubleshooting, and configuration of:

VoIP telephones, PC motherboards, CPU's, Hard Drives, Modems (Internal, External, PCI/MCIA), Network Interface Cards, Sound/Video Cards, Power Supplies, Printers, Scanners, HP laser/inkjet printers, Copiers (on a LAN), SAN's, Routers, Switches, Hubs

Software: Air Force Military Personnel Data Systems (MilPDS), Oracle E-Business Suite (HR), HelpSTAR (helpdesk solution), StarTeam/APEX, Remedy (trouble ticketing system), SSMS (SQL Server Management Studio), SMS (Systems Management Server), DRA (Directory and Resource Administrator/Active Directory), Microsoft Office Suite 2007/2010/2013/365, Microsoft Internet Information Services (IIS), OpenText eDOCS (DM), git, Fortify.

OS: Windows Server NT/2000/2003/2008/2012, Windows 95/98/XP/Vista/7/8/10, Linux/Ubuntu

Database: Microsoft SQL Server 2000/2005/2008, Oracle 10g/11g, Microsoft Access (RDBMS)

Web: Microsoft SharePoint, Microsoft FrontPage, Dreamweaver

Programming: HTML/CSS, JavaScript, React.JS, PL/SQL, Java, C++, Python, VisualBasic, .NET, Shell, Powershell

Networking: TCP/IP, DHCP, DNS, FTP, Telnet, DSL/Cable, switches/routers (Cisco), VPN, VLAN, LAN/WAN

PROFESSIONAL EXPERIENCE

Diversified Technical Services Inc., San Antonio, TX

2019-present

Application/Software Developer (ARMS-LC)

One of two of the application developers for ARMS-LC (Automated Records Management System – Legacy Conversion), assigned to the AF Life Cycle Management Center (AFLCMC) HR sustainment development product line (HIHS). The only repository of Master Personnel Records (MPR) for all AF Active Duty, Guard, and Reserve members; and Official Military Personnel File (oMPF) for AF retirees and separated members.

- Coded solutions to move several frequent tasks/issues from the dev team, onto frontline support.
- Adopted Agile-hybrid methodology, instead of previous waterfall methodology, ahead of schedule.
- Worked to finally release the next major upgrade, after 3+ years of it being rolled back on last 4 attempts.

- Identified/resolved a coding defect that was a problem that affected hundreds of AF members within the systems of 2 major interface partners (eBOSS/PRDA-Personnel Records Display Application) for 4+ years.

Diversified Technical Services Inc., San Antonio (Randolph AFB), TX

2017-2019

Database System Administrator

MilPDS HR System Administrator, assigned to the AFLCMC/HIHD-Database operations team responsible for the daily sustainment and maintenance of MilPDS and its underlying Oracle E-Business Suite third-party vendor-supported application. Responsible for HR/EBS related App server and DB actions/issues in 8 different application environments – i.e. Dev/ITE/Test/AT/Xtrac/Prod/etc.

- Resolved a 3-year long issue after building an SQL script to collect data for 2 months, until a root cause was found, resulting in a corresponding CR submission in StarTeam.
- Helped the HR Sys Admin team by building a program that leveraged DB access to search Outlook Inbox and automatically submit PMO tickets to APEX ticketing system.

U.S. Air Force – DoD Civilian (GS-11), San Antonio (Randolph AFB), TX

2010-2017

Information Technology Specialist (2210)

Functional System Administrator (FSA), tasked with the sustainment/maintenance of below AF-wide Military Personnel (HR) Data Systems – Production/Live environment with over 1 million customers, world-wide. Integral role in system change management process. Responsible systems include:

- *ARMS-LC* – Leverages DM as a Records Management system that processes/stores all AF electronic personnel documents. Used troubleshooting skills to shed light on a mysterious recurring degradation issue that was ongoing for a year; this was pivotal in assisting the application developers with the resolution.
- *eBOSS (electronic Board Operations Support System)* – Enables Senior Leaders to navigate/view/score AF members' records; reducing 90% of the AF Promotion board's preparation time, saving the AF \$2.6M+ a year. Pro/Re-actively analyzed and troubleshot, providing feedback/updates to stakeholders.
- *RightNow* – Provides Tier-II application support associated with AF Service Center and AF Personnel Services' website. Maintained contact with vendor and host/DISA (Defense Info Sys Agency)
- *CMS (Case Management System)* – Took over DB tasks from the developers associated with actions in the Production environment; allowing more time for them to dedicate solely to application development.
- *vMPF (virtual Military Personnel Flight)* – The Air Force's only centralized Military Personnel Flight – all base-level positions were cut/moved to accommodate this Force Management initiative that directs all personnel to this web application for their personnel actions/requests.
- *Special Projects* – Out of an FSA team of 15 seasoned IT professionals, considered the technical expert. Constantly provides technical expertise on all special projects including software upgrades, releases, random unexpected issues, and upcoming technical change processes (Server migrations/firewalls/etc.).
- *DM5 (Document Management 5.x)* – As the DM5 FSA, successfully upgraded outdated PCDOCS libraries to DM5; allowed the clients to finally upgrade their OS to Windows 7, from Windows XP.

Abacus Solutions Group, San Antonio, TX

2009-2010

Configuration Management Technician

Imaged and configured user systems to Air Force, DOD, and building 171 tenant specifications. Using AF Standard Desktop Configurations, imaged, or re-imaged all new and legacy machines to meet Air Force standards. Confirmed network connection, printer connections, and functionality of machines on network in building 171 for all tenants assigned. Created user accounts in accordance with Air Force standard naming conventions and provided file, print, and messaging access. Identified deficiencies and support actions necessary to correct conditions impacting machine functionality, availability, and compliance.

U.S. Air force, Laughlin AFB, TX

2004-2008

Medical Information Systems (Non-Commissioned Officer-in-Charge)

Security Clearance Level: Secret

EDUCATION

1. Bachelor of Science Degree in Management/Computer Information Systems
Park University – Parkville, MO
2. Associate in Applied Science in Health Care Management
Community College of the Air Force
3. Project Management Professional courses – 40 credit hours

CERTIFICATIONS

MCSE (Microsoft Certified Systems Engineer)
MCSA (Microsoft Certified Systems Administrator)

CompTIA A+ Certified
CompTIA Network+ Certified
CompTIA Security+ Certified