Ernesto C. DeLuna Jr.

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Highlights of Qualifications

- 15 years of professional IT experience specifically with the U.S. Air Force; specializing in Windows, UNIX/Linux, and .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 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 projected application releases. Reports Production/Live system defects for potential patches, or rolling back releases/patches that are a hard break; 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, 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, Microsoft Outlook 2007/2010/2013, Microsoft Internet Information Services (IIS), OpenText eDOCS (DM)

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, HTML/CSS, JavaScript

Programming: 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   ***2017-present***
Database System Administrator

MilPDS Human Resources 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-2210-11), San Antonio, TX   ***2010-2017***
Information Technology Specialist

Functional System Administrator (FSA), tasked with the sustainment and maintenance of several/below Air Force-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 (Automated Records Management system)* – Leverages DM as a Records Management system that processes and stores all Air Force 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. Over 1 million AF users
- *eBOSS (electronic Board Operations Support System)* – Enables AF board members (Senior Leaders) to navigate, view and score records of AF members using standard and touch screen; reducing 90% of the AF Promotion/Development board's preparation time, execution time by 40%, and saving the AF over $2.6M in its first two years of operation. Pro/Re-actively analyses and troubleshoots this system, and provides feedback and status updates to all stakeholders. Submitted countless defects towards resolving persistent issues systematically.
- *RightNow* – Provides Tier-II application support associated with the Air Force Total Force Service Center's Knowledge Management System (RightNow) and AF Personnel Services' website (https://mypers.af.mil). Maintains contact with the vendor and host/DISA (Defense Information Systems Agency) in support of end-user issues.
- *CMS (Case Management System)* – Received formal SQL training in support of this System. Took over Database tasks from the application 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 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. The main system used by all AF Active/Guard/Reserve members. Resolved issues in the shortest amount of time for 1 million+ AF users.
- *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 – i.e. Server migrations, AF Standard Desktop Configuration fixes/testing, firewall service requests, etc.
- *DM5 (Document Management 5.x)* – Received formal "DM Administrator" training in support of this System. 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. Maintains contact with 3rd-party Vendor (Hummingbird later changed to OpenText) in support of DM5 issues beyond FSA scope.

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 with Standard Desktop Configurations.

U.S. Air force, Laughlin AFB, TX   ***2004-2008***
Non-Commissioned Officer-in-Charge, Medical Information Systems

Security Clearance
Clearance Level: Secret

Education

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

Certifications

MCSE (Microsoft Certified Systems Engineer)   CompTIA A+ Certified
MCSA (Microsoft Certified Systems Administrator)   CompTIA Network+ Certified
                                                                    CompTIA Security+ Certified