MACK NELSON

mackn478@gmail.com

Summary

Goal-oriented IT professional with significant success in planning, analyzing and implementing of security plans and initiatives. Excel in developing comprehensive, secure network designs and systems.

Skills

- Network Security
- Application Installations
- Antivirus Software
- HTML
- CSS
- Javascript
- MYSQL
- Bootstrap
- Jquery

- Technical Troubleshooting
- Hardware Upgrades
- Customer Support Needs Assessment

Experience

Systems Administrator

Northrop Grumman | Warner Robins, GA   04/2021 – 06/2022

- Maintains smooth operation of multi-user computer systems within test stations
- Interacts with users and evaluates system performance and trends
- Deploys, manages, maintains, and supports Microsoft Windows in test stations
- Assist users with debugging and resolving identified issues within their accounts
- Responds to monitored alerts to quickly identify trouble source and implement resolution
- Assists with implementation of automated processes or functions to improve daily operations as directed
- Assists with implementation of technical security technology and IT projects as directed
- Collaborates in authoring system documentation and procedures – Installs, troubleshoots, updates / patches, and maintains environments, lab assets, & IT infrastructure
- Sustains operational uptime on Windows systems and provides daily support for hardware and software issues, data recovery, system upgrades, software upgrades, and configuration issues
- Implements Windows upgrades and Sustainment of Windows infrastructure (Windows 10, Windows 7, and Windows XP) on multiple networks to include group policy management, account creation, software troubleshooting, and active directory administration
- Performs security hardening on systems using DoD STIGs and other best practice security guidelines
  TSWR

IT Systems Support Technician Robins   11/2017 – 3/14/21

Financial Credit Union | Warner Robins, GA

- Analyzed system risk to identify and implement appropriate security countermeasures; made recommendations to improve security procedures and systems by 37%
- Monitored and maintained network, server and peripheral equipment, diagnosing surfaced IT issue root causes.
- Identified customized requirements, optimizing and presenting system deployments to satisfy organizational demands.
- Ascertained and communicated technical flaws and fixes, updating internal documentation to reflect technology changes.
- Documented repair processes and helped streamline procedures for future technical support actions.

IT Technician   01/2016 - 01/2017

Univirtual Solutions | McDonough, GA

- Implemented and maintaining system security and configurations of 40 company servers while providing IT support, to include planning, software and hardware configuration to 500+ end-users.
- Managed multiple client request, troubleshooting numerous network problems, installing IT equipment and performing on-site testing of newly installed equipment.
- Provided technology consultation for growing businesses, making recommendations and upgrading existing systems.
- Performed monthly checks of client's servers and firewalls, while resolving issues and installing necessary updates, patches or firmware.

IT Support   01/2015 - 01/2015

Fort Valley State University | Fort Valley, GA

- Set up new desktop systems and configured laptops for incoming employees, loading required software and server permissions.
- Delivered local and remote Tier 1 IT support for hardware and software to company personnel.
- Reviewed requests for service to resolve IT difficulties, documenting and fielding tickets to improve problem resolution.

Education

B. S: Information Technology – Cybersecurity **| Middle Georgia State University**
M.S.I.T.: Information Technology – Cybersecurity **| Middle Georgia State University**

Certifications

CompTIA Security+ CE | February 2022