

Certifications, Clearances, Highlights

- Cisco CCNA
- Cisco Wireless
- CompTIA Network+
- CompTIA Security+
- CompTIA A+
- Clearance

Education

SUNY OSWEGO – Bachelor of Communications + Broadcasting Studies

Network Activation Tech, 3/2024 – present

ECCO Select for The USDA

- Advised on transitioning legacy T1s over to MPLS
- Ran tests post-cutover to determine success
- Troubleshooting connections, latency
- Professional, concise, polite, assertive communication

RDTE Network Engineer, 8/2019 – 11/2023

United States Navy and Strategic Data Systems

- Designed, developed, and deployed Cisco Wireless LAN (including security, IP scheme, routing)
- Rapid configuration and deployment of L2+L3 switches
 - VLAN creation, VTP synchronizing
 - Port configuration, SVI creation
 - Trunk configuration
 - 802.1x, MAB, AAA setup
 - SSH (crypto keys, domain name, etc), VTY setup
 - Fiber, SFP, copper patching/matching
 - Followed a standardized, STIG'd enterprise template (including ACLs)
- Experience with Cisco ISE, DNA, and other products
- WiFi Bridging configuration and design (via 9800)
- Cisco license installation and management
- STIG compliance reviews and updates
- RedSeal operation and topology management
- CCR creation and submission

Senior NOC Operator, 1/2018 – 8/2019

United States Army via Tek Systems and 1Prospect

- PRTG server monitoring
- HVAC, UPS monitoring
- Server, switch, PDU, and rack installation/decommissioning
- Remedy ticket management
- SharePoint and Visio asset tracking/updating
- Outage notification/documentation
- SOP creation and editing
- Basic copper and fiber cable runs/traces, power runs/traces (all in a data center)

Windows 10 Refresh Tech, 10/2017 – 1/2018

United States Marine Corps via Apex Systems

- Installing Windows 10 on existing Dell, HP, and Lenovo laptops
- HP and Dell BIOS/UEFI upgrades
- Peripheral installation
- Data migrations
- Walking users through their new setup
- Operated both independently and with a team
- 100% CONUS travel position

HP Field Tech and Help Desk, 10/2015 – 10/2017

Baltimore County Public Schools via DALY Computers

- Windows Enterprise, MS Office support: remote and in-person
- Physical repair/troubleshooting laptops and desktops
- Imaging/upgrading Windows OS
- Audio/Visual troubleshooting and repair
- Network printers and peripheral support/troubleshooting
- Backup/restore support
- Multi-platform ticket management
- Asset tracking
- Trained all new SE area team members beginning 2016
- Traveled between multiple work sites each day

Co-Owner/Manager, 2013 – 2015

Sweet Dukes Vegan Bakery

- Designed website via WordPress, maintained social media outreach
- Managed budgets, bills and invoices
- Interacted with customers in person and via social media
- Baked original, delicious vegan treats -- including the first vegan cronut!

Marketing Assistant, 2013 – 2015

eReleases Press Release Distribution

- Architect of SEO campaign 2014-2015
- Created successful email promotions and website ads
- Edited and targeted press releases
- Ghostwriter of whitepapers and industry articles on PR

Manager, 2007 – 2008, 2009 – 2013

Ukazoo Books

- Redesigned company blog via WordPress
- Revamped company email promotional efforts
- Troubleshooting in-house software
- Paid bills and organized invoices using QuickBooks
- Sought and scheduled authors and musicians for signings and events
- Created fundraisers for local schools and regional nonprofits

ESL Teacher (Gyeongju, South Korea), 2008 – 2009

“English World” School

- Developed fun and engaging lesson plans and games
- Tutored students in spare time