TERRELL A LANCASTER

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CompTIA A+ and Network+ Certified IT Professional with over 9 years of experience in IT infrastructure management, end-user support, and network administration. Expert in diagnosing and resolving complex hardware, software, and connectivity issues across Windows, macOS, and Linux environments. Proficient in designing and securing LAN/WAN networks, managing Active Directory, and optimizing system performance. Proven ability to translate technical concepts for non-technical stakeholders and lead process improvements.

TECHNICAL SKILLS

- **Networking:** TCP/IP, DNS, DHCP, Subnetting, VLANs, VPNs, NAT, Routing & Switching, OSI Model, Wireless Standards (802.11ac/ax), Cabling (Cat5e/6, Fiber), Port Security, Firewalls
- **Systems Administration:** Active Directory, Group Policy, Office 365, Google Workspace, Windows Server, Virtualization (Hyper-V, VMware)
- **Hardware & OS:** Hardware Diagnostics & Repair, Mobile Device Management (MDM), BIOS/UEFI Configuration, Windows 10/11, macOS, Linux (Ubuntu/CLI), Printer/Peripheral Troubleshooting
- **Tools:** Cisco Meraki Dashboard, SolarWinds, Wireshark, Ticketing Systems (ServiceNow/Jira), Remote Support Tools, PowerShell, Bash Scripting
- **Security:** Malware Remediation, ACLs, Social Engineering Awareness, Physical Security, Data Backups & Recovery

CERTIFICATIONS & LICENSURE

- **ITIL 4 Foundations** (Certified 2025)
- **CompTIA Network+** (Certified 2025)
- **CompTIA A+** (Certified 2025)
- **Commercial Driver's License (CDL) Class A** – *Endorsements: HazMat, Tanker, Air Brakes.*

PROFESSIONAL EXPERIENCE

Senior IT Manager | Drive On Transportation LLC, Las Vegas, NV
August 2022 – January 2025

- **Network Infrastructure Management:** Configured VLANs, firewall rules, and Site-to-Site VPNs to ensure secure, reliable connectivity for remote operations.
- **Hardware & Software Support:** Delivered Tier 1-3 support for a fleet of devices. Diagnosed motherboard, RAM, and drive failures; performed hardware replacements and upgrades; and managed OS deployments/imaging for Windows and mobile devices.
- **Network Optimization:** Utilized CLI tools to monitor network traffic, identify bottlenecks, and resolve latency issues, ensuring 99.9% uptime for critical dispatch software.
- **Administration:** Managed user lifecycles in Active Directory and Office 365, implementing Group Policies for security compliance and automating user provisioning scripts with Python.
- **Strategic Impact:** Achieved an 85% increase in profitability in year one by auditing legacy IT contracts and implementing modern, cost-effective cloud solutions.
- **Operational Leadership:** Demonstrated ownership by obtaining a CDL to better understand end-user workflows (yard truck operations), directly bridging the gap between IT solutions and operational reality.

Real Estate Team Leader | Simply Vegas Real Estate, Henderson, NV
November 2017 – August 2022

- **CRM & Data Management:** Administered Salesforce CRM for a team of agents, customizing dashboards, managing database integrity, and integrating third-party APIs for lead generation.
- **Web Development:** Deployed and maintained company websites, utilizing HTML/CSS and CMS platforms to optimize landing pages, resulting in a 60% increase in customer engagement.
- **End-User Training:** Created documentation and conducted training sessions on digital tools and security best practices, significantly reducing support tickets related to user error.

Range Maintenance Worker | Pulau Corp, Barstow, CA
April 2014 – August 2015

- **Field Support:** Troubleshot and repaired hardware and network cabling systems in harsh field environments to ensure continuous operation of range telemetry and communication systems for military training.
- **Compliance:** Developed SOPs and safety protocols, achieving 100% compliance with NIOSH standards.

MILITARY EXPERIENCE

Human Resource Manager | U.S. Army
January 2004 – January 2012

- **Systems Management:** Oversaw the operation of HR information systems, ensuring data accuracy and security for sensitive personnel records.
- **Leadership:** Managed a team of 15 personnel, providing mentorship, training, and performance evaluations.

EDUCATION

Western Governors University – (In Progress – Expected 2026)
B.S. IN INFORMATION TECHNOLOGY

Relevant Coursework: Network and Security - Foundations, Network and Security - Applications, Interconnecting Network Devices, Scripting and Programming, Penetration Testing.