Joshua Gaede

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Objective

IT Specialist with over 8 years of experience in system administration and network management, offering a strong background in PC, server, and network maintenance. Proven expertise in troubleshooting, repair, and security compliance, with a proactive approach to complex IT infrastructure support. Holds active Secret clearance, ready to enhance IT efficiency and reliability for mission-critical environments.

Key System Administrator and Management Achievements

- **PC and Server Maintenance**: Extensive experience in installing, configuring, and troubleshooting servers and PCs, ensuring uptime and performance stability across diverse environments.
- **Network Infrastructure Support**: Skilled in maintaining and securing internal networks, including wireless networking and LAN setup, ensuring consistent connectivity and security compliance.
- **IT Equipment Management**: Proficient in installing, relocating, and maintaining hardware, including UPS systems, cable infrastructure, and communication devices (telephones, secure terminals).
- **Compliance and Security**: Hands-on experience in sanitizing and securely disposing of IT equipment according to strict security protocols.
- **Hardware Accountability**: Coordinated with logistics teams for hardware and software asset tracking, enhancing accountability and readiness across the organization.

IT Professional Experience

Senior System Administrator/ISSO

Galapagos Jan 2025 - Present

IT Support and System Administration:

- Provided technical support for Military Treatment Facilities (MTF), setting up, maintaining, and troubleshooting video teleconferencing software used for remote medical consultations, command briefings, and administrative coordination. Ensured secure and reliable connectivity by configuring software settings, resolving compatibility issues, and training end-users.
- Managed and optimized automated call distribution systems, configuring call routing protocols and monitoring system performance to improve response times and enhance the efficiency of medical support operations. Implemented workflow enhancements that reduced call wait times and improved overall communication between healthcare providers and patients.
- Installed, configured, and secured Windows desktop environments, enforcing security policies, managing Group Policy Objects (GPOs), and ensuring compliance with Defense Health Agency (DHA) security standards. Hardened operating system settings, deployed security patches, and maintained endpoint protection solutions to safeguard against vulnerabilities.

- Diagnosed and resolved PC hardware issues, including troubleshooting motherboard failures, replacing faulty memory and storage devices, and optimizing system performance. Performed hardware upgrades and preventive maintenance to extend the lifecycle of IT assets and minimize downtime.
- Configured and maintained routers and switches, establishing secure and reliable network connectivity across multiple locations. Implemented VLANs, configured firewall rules, and optimized Quality of Service (QoS) settings to prioritize mission-critical applications and maintain network integrity.
- Assisted in troubleshooting complex IT infrastructure issues, analyzing system logs, diagnosing network latency problems, and coordinating with higher-tier support teams to resolve persistent technical challenges. Leveraged diagnostic tools and security monitoring solutions to proactively identify and mitigate risks.
- Developed and implemented business continuity and disaster recovery plans, ensuring operational resilience in the event of system failures, cyber incidents, or natural disasters. Designed and tested backup strategies, failover procedures, and emergency response protocols to minimize disruptions and protect critical healthcare data.
- Performed key Information System Security functions, conducting vulnerability assessments, applying security patches, and implementing risk mitigation strategies to ensure compliance with HIPAA, NIST, and DoD cybersecurity standards. Regularly reviewed system access controls, conducted security audits, and provided user training on cyber hygiene best practices.
- Provided 24/7 on-call IT support, responding to urgent system issues, network outages, and security incidents to maintain continuous healthcare operations. Worked closely with medical and IT teams to troubleshoot application failures, restore access to critical systems, and ensure the availability of electronic health records (EHR) for patient care.

Korea Site Manager

Leidos May 2016 - Dec 2024

Korea Site Manager

Leidos | May 2016 - Dec 2024

Managed Data Center Migration:

- Orchestrated the seamless migration of electronic health records server stack and SAN to a new data center location, ensuring uninterrupted operations.
- Coordinated travel logistics and access control for system engineers, facilitating a smooth transition.
- Collaborated closely with customers to understand timeline requirements and logistical needs, ensuring proper handling of PHI removable media during server relocation.
- Sanitized and disposed of electronic media and server hardware containing PHI.

Cybersecurity and Systems Administration:

- Secured and maintained WAN/LAN infrastructure, supported the configuring and managing routers,

switches, and VPNs to ensure encrypted communications, prevent unauthorized access, and mitigate network threats during the MEDCOI migration.

- Administered and hardened Windows Server environments, configuring system settings, enforcing security policies, and managing user access controls.
- Administered and maintained Windows operating systems, managing configurations, enforcing security policies, applying updates, and mitigating vulnerabilities to ensure stability, security, and compliance.
- Provided technical support and administration for VMware vSphere and server/application virtualization, ensuring secure, isolated environments while troubleshooting performance issues and minimizing attack surfaces.
- Implemented role-based access controls (RBAC) to enhance system security and enforce least privilege principles.
- Monitored and analyzed system logs and network traffic for anomalies, proactively identifying potential security threats and mitigating risks.
- Conducted vulnerability assessments and applied security patches to safeguard against known exploits and ensure compliance with industry regulations.
- Enforced cybersecurity policies and compliance standards such as HIPAA, NIST, and DoD regulations to maintain data integrity and protect sensitive information.

Work Instructions and SOP Enhancement:

- Overhauled outdated work instructions and standard operating procedures, enhancing local site reference materials and training resources.
- Personally selected to review and improve enterprise-level work instructions and SOPs across global contract coverage areas, ensuring consistency and effectiveness.

Personnel Management and Operations Oversight:

- Led personnel, operations, and customer relations for all medical facilities in the Republic of Korea, overseeing a team of 7 individuals.
- Provided guidance and support to ensure operational efficiency and excellence in customer service delivery.

Technical Administration and System Monitoring:

- Administered system backups and monitored performance, ensuring reliability and availability of the electronic health record database supporting 1300 users.
- Implemented role-based access controls and conducted regular audits to maintain data security and compliance standards.

Troubleshooting and Issue Resolution:

- Resolved application misconfigurations promptly, restoring access to electronic health records for 1300 users and minimizing impact on patient care and revenue loss.
- Provided comprehensive customer support, diagnosing and resolving PC, printer, network, software, and database access issues, closing 2000 trouble tickets in a single year.

Cybersecurity and Compliance Leadership:

- Contributed to cyber awareness training and mitigated potential PHI/PII leakage risks, averting costly HIPAA violation fines.
- Maintained impeccable compliance with data classification standards and HIPAA regulations, ensuring secure storage and transmission of sensitive documents.

Instrumental Technical Support:

- Played a vital role in integrating proprietary lab instruments with the electronic health record database, facilitating continuous patient care and enhancing productivity.
- Coordinated efforts to establish communication for new lab testing instruments during hospital relocation, ensuring accurate and reliable testing for over 30k patients.

CYBER SECURITY ENGINEER

Root Access Protection June 2021 - Dec 2022

- **Strategic Performance Evaluation:**
  – Led the development and prioritization of Key Performance Indicators (KPIs), reporting, and metrics to evaluate the efficiency and performance of IT operations at Root Access Productions and its subsidiaries.
- **Technical Consultancy and Guidance:**
  – Provided expert technical guidance in system administration, specializing in critical areas such as network security, platform security, and security frameworks, serving as a trusted advisor to internal teams.
- **Partnership Development and Collaboration:**
  – Established and managed strategic partnerships within the IT ecosystem to enhance system administration capabilities, fostering collaborations with Fortune 100 companies and Series A startups to drive innovation and growth.
- **Mitigation Strategy Optimization:**
  – Worked closely with cross-functional teams to evaluate and optimize mitigation strategies, offering essential guidance and assistance in enhancing cybersecurity measures and safeguarding against potential threats.
- **Content Creation and Knowledge Sharing:**
  – Leveraged advanced OSINT techniques to develop informative content on system administration best practices and emerging trends, delivering valuable insights to a diverse audience of IT professionals through various channels, including Twitch streams. Successfully met performance goals for stream partnerships, including those with Fortune 100 companies.

Other Professional Experience

TRICARE BENEFICIARY SERVICE REPRESENTATIVE

Leidos March 2015-May 2016

- **Effective Communication:**
  – Conducted engaging public briefings to educate 2500 active duty military personnel on the medical benefits offered by Tricare (military health insurance), demonstrating strong public speaking skills.

– Delivered one-on-one counseling sessions to address the individual needs and concerns of military members regarding their benefits, showcasing empathy and active listening.

- **Customer Service:**
  - Acted as a customer educator, providing personalized assistance and guidance to military members, ensuring they were well-informed about their entitlements and benefits.
  - Distributed marketing materials and utilized technological self-service aids to facilitate access to Tricare benefits, prioritizing customer satisfaction and convenience.
- **Organizational Skills:**
  - Implemented efficient file management systems to organize and maintain active files for 2500 active duty service members, demonstrating meticulous attention to detail.
  - Managed logistics for enrollment forms, ensuring compliance with HIPAA regulations for the storage and shipping of sensitive documents, highlighting a commitment to data security and compliance.

ACMI POD LOADER

Cubic Worldwide Technical Service August 2013-March 2015

- Training facilitator providing support of critical United States Air Force pilot training. Allowing instrumental review and planning to ensure offensive advantage and air dominance while minimizing risk. Facilitated combat exercises of large scale training operation to include US and foreign military.

SENIOR AIRCRAFT ARMAMENT MAINTENANCE SUPERVISOR

United States Air Force September 1999-August 2013

- **Operational Enhancement and Data Analysis**
  - Utilized specialized tools and conducted functional tests to enhance the operational capabilities of multiple United States Air Force aircraft.
  - Provided comprehensive support for both scheduled and unscheduled maintenance of all weapons system components, ensuring optimal performance and reliability.
  - Compiled and analyzed data to generate detailed reports on daily aircraft operations, including manpower allocation, scheduling efficiency, and mission accomplishment metrics, enabling senior leadership to make informed decisions.
- **Documentation Management and Safety Compliance**
  - Maintained meticulous documentation and reviewed aircraft maintenance logs to track all maintenance events and identify discrepancies, prioritizing aircraft reliability and safety for flight operations.
- **Leadership and Team Management**
  - Demonstrated leadership and training abilities by overseeing teams ranging from 3 to over 200 members.
  - Developed and managed workplace shift schedules for twenty-four-hour operations, including appointment coordination, vacation planning, and personnel rotation.
  - Mentored junior military members to succeed in their military careers and prepared them for transition to civilian life.
- **Training Program Development and Improvement**
  - Revamped workplace training programs by implementing on-the-job training initiatives, streamlining the qualification process for employees, and boosting productivity and quality standards in a fast-paced aircraft maintenance enviorement.

Education and Training

- CISCO Certified Entry Networking Technician (CCENT)
- CompTIA Security +
- CompTIA Network +
- CompTIA A +
- **University of Maryland Global Campus**
  - Computer Science Major (1 semester)
  - Languages learned
    * Python
    * Java

Online Courses Completed

- **ITproTV**
  - CCNA 200-301
- **CBT Nuggets**
  - CCNA 200-301
- **TCM Security Academy**
  - Practical Ethical Hacking
- **INE**
  - Penetration Testing Student