

# 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

### Korea Site Manager

*Leidos* May 2016 - Present

- **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.
- **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  - Overhauled outdated work instructions and standard operating procedures, enhancing local site reference materials and training resources.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 - Present

- **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 administra-

tion 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 environment.

## 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