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I am the guy who can take care of Windows servers, as well as understand the issues that the network and infrastructure teams are dealing with. I am also comfortable with direct end-user interaction to resolve escalated support issues.

CLEARANCE

Current DoD High Public Trust (Contract ended 11/2022)
Willing to participate in a government clearance investigation

PROFESSIONAL SUMMARY

Bachelor's degree in Computer Science. Overall 20 years of professional IT support experience in Application Support, Helpdesk and System Administration. Expert at running small networks and acted as the entire IT department, including "white glove" deskside Support to the C-Suite. Extensive understanding of the importance of customer service and always follow a ticket through to customer satisfaction. Experienced in deescalation of emotion. Provided excellent customer service support, by resolving issues within SLA mandates. Experience working with vendors and tracking SLA compliance. Experience providing customer service at Tier 1 and escalated levels II/III, in Windows and a few calls in MAC environments. Current CompTIA Security+ and DHS Trusted Tester certifications and DoD High Public Trust. Prior certifications in CCNA and CompTIA Network+. Support of the National Assessment of Educational Progress (NAEP) for the US Department of Education. Recent Census helpdesk support and DEVOPS application support experience, supporting the Fingerprinting applications for the 2020 Census.

Strong understanding of Enterprise networking from various viewpoints such as, but not limited to:

- SharePoint administration of users, sites and workspaces.
- Active Directory (AD) used to manage the network endpoints (client PCs, printers, etc.), resources (network shares, etc.), and users (account administration, etc.), giving me powerful insight during troubleshooting, allowing me to see what others missed.
- DEVOPS application support and Help Desk Tier II/III Ticketing systems, such as ServiceDesk Plus, Remedy, JIRA and ServiceNow
- Technical writing of WIKI How To Articles (Knowledge Base) and procedures books
- Network Administrator (Network+)
- Network Engineer – CCNA Routing and Switching, routing protocols (OSPF, RIP, RIPv2 etc).
- Firm knowledge of network security from attacker and defender perspectives (Security+ and Nessus scans) and have run backup and antivirus systems and worked on disaster recovery and business continuity planning.

I understand programming and can write and debug in many scripting and modern programming languages (Python, JavaScript, Google Script, PHP, PowerShell), as well as older languages (COBOL, RPG III, FORTRAN, BASIC). I have freshly updated my programming skills with online classes and personal projects.

I have excellent oral and written communication skills. I have the ability to articulate details in clear technical language to a technical audience, and non-technical terms to a non-technical audience. I have documented processes and written procedure manuals. I have designed client testing and written the technical results report. I successfully handle multiple competing priorities in a fast-paced environment.

EDUCATION

BS Computer Science
State University of New York Stony Brook, New York

AS Data Processing Technology
Catonsville Community College, Catonsville, Maryland

EXPERIENCE

Cyberbahn Federal Solutions LLC QC Engineer DHA MLaaS and CI/CD Pipeline DCEA Developer (SharePoint/AD Administrator) 05/2020 – 05/2023

- QC on MLaaS and CI/CD Pipeline projects for the DHA
 - Project onboarding included Public Trust, CAC, Alt Token, CompTIA Security+, a dot mil email account and access to DHA Systems
 - Over 17 AWS Certificates in AI/ML, Data Science and AWS Cloud Practitioner
 - Assist the Technical Writer with editing of the deliverable documentation
- SharePoint Administration: coordinated with customers to:
 - Create SharePoint group
 - Add SharePoint permissions to Sites and Sub-site folders
 - Check (and correct) SharePoint of the specified user and URL
 - Create SharePoint sites, workspace and lists
 - Modify SharePoint site, workspace and list contents
 - Developed PowerShell scripting to produce documentation of the SharePoint user and site permissions
- Active Directory administration
 - Create user
 - Deactivate user per Wiki
 - Add permissions and create permissions groups
- PowerShell scripting experience. A scheduled script to check the status of the URLs every day, for example, went to production.
- Resolve ManageEngine ServiceDesk Plus tickets
 - Customer-created tickets such as new user and new permissions
 - Internal requests (DevOps) like creating Security Groups
 - Work with the technicians from other help desks on the contract
- Quality control of the routers that are updated each year and shipped to the assessment sites.

Cybermedia Technologies Census Decennial Service Center Helpdesk Engineer 05/2019 – 09/2020 (Part-time as of 07/2020)

- Trained on various ticket types and completed over 500 tickets in my first 6 weeks
- Ticket completion using the following tools, among others:
 - Remedy ticketing system
 - Remedy Knowledge Base system
 - Remedy Mid-Tier for granting access permission to Remedy Mid-Tier
 - Account Admin Console for email list management
 - ADM Account Admin Console for user management and configuration related to applications
 - Active Directory for account configuration and management
 - RSA Console for managing RSA Tokens
 - OWA (Outlook Web Access) for Census emails and user correspondence
- Used the Census SharePoint site to find e-learning, schedules and technical documents to assist with the performance of my duties.
- Identified, created and applied M365 Excel spreadsheets to support my understanding of some of the ticket types. The environment was very structured so I was limited to personal use, but some managers did see and thought it was great initiative.
- Performed systems analysis on ticket SOPs and recommended changes to resolve problems.

INADEV Corporation

Census Helpdesk Engineer (contract ended)

06/2018 – 03/2019

Tier 2/3 helpdesk support for the US Census Bureau

- Support (40%)
 - Used JIRA for ticketing and progress tracking of our work
 - Used ServiceNow ticketing to convey customer-escalated issues, 5 in a day.
 - Created procedures for and used Postman to add specifically crafted records to the database
 - Used DynamoDB for finding more information to satisfy ad-hoc requests
 - MySQL Workbench used for direct database changes, via SQL queries, when required by the customer request
 - Excel Reporting – develop ad-hoc customer driven reports
 - GS Sheets scripting – project generates various reports from the imported data using Google Scripts (JavaScript-like) language for calculations and formatted subtotals.
 - Python scripting – project to automate a frequently requested report to specifically format the input file information into conversational English
 - Used SPLUNK, which holds the logs from the various services in one place, when additional information is specifically requested
 - Wrote and published How-to articles on the Confluence WIKI
- QA/Testing (30%)
 - Developed a standard checklist-type Excel spreadsheet for all the tests that are checked for each software release
 - Tested every software release in all the AWS environments
- AWS/DEVOPS (30%)
 - CloudWatch monitor the health of the AWS instances
 - Chef and Jenkins are used for deployment
 - Installed Nessus agents to the instances in the STAGE environment
 - Ran Nessus scan on PROD instances and developed and implemented remediation patches to the instances in all AWS environments

eBryIT

01/2018 – 02/2018

- Migration from Windows 7 to Windows 10 on site at Orbital ATK, Elkton, MD
- Technology refresh for C-Suite executives on site at Orbital ATK, Baltimore, MD

Part-time Student and Tutor

01/2012 – Present

- Currently working on an Udemy course called “The Complete Web Developer Course – Build 14 Web Sites”
- Helped my wife achieve 4.0 on her NOVA Web Developer Certificate. I basically took the classes along with her, so I could tutor.
- EdX/Harvard CS50 – MOOC of a “Freshman-level” CS course which is challenging even though I have a BSCS
- Completed training for Security+, Network+, and CCNA (Router classes, and a CCNA review class at NOVA)
- IT refresher classes: TCP/IP, Windows Server 2008.

RockNFun Music

IT Consultant

01/2001 – 01/2011

- Support the network clients, servers, and infrastructure.
- Built, tested, and stabilized the Windows Network from scratch. Design, specify, purchase, and coordinate with vendors; Install servers, clients, and infrastructure (ran cables through the walls, wired wall plates, crimped connectors, etc), for the SOHO LAN.
- Responsible for all other technical requirements, such as security, still, and video cameras; telephone system with call monitoring; and design and testing of the web application used by the office staff, the teachers, and the clients.

Princeton Information, Vienna, Virginia (In-house and on site at the Federal Reserve, Washington, DC)
Systems Administrator
02/1997 – 02/2001

- LAN installations for their clients and for various Princeton moves.
- Tier 1/2/3 Helpdesk: support of all computer-related issues, including Client-side support of standard Windows 95/98 desktops and laptops; telephone support of Dallas, TX and Kansas City, KS branch offices; Supported move planning and Network design of the new location; Moved servers and stabilized the NT Network in the new office location; Developed and implemented backup and disaster recovery plans.
- “Windows NT Expert” (Contract Assignment at the Federal Reserve): Support special projects for the Management Division, including building Windows NT servers as needed; New hardware installs and client-side support of standard desktop and laptop PC’s; Support software roll out of Board and Management Division-standard software as new versions become available; Ongoing support of trouble calls, including analyses of network management systems and network architecture to diagnose and resolve network management problems and issues. Documented several Management Division processes and modified others to be used in the “Procedures Manual”. Designed and developed “Management Division Network Administrator’s Procedures Manual”, including utilization of Graphics and Print Shop facilities to produce the finished product, which will be used throughout the Management Division Support Team. Improved logon script functionality. Developed DOS-client boot disk for network connectivity. Improved the Hardware roll-out processes. Implemented the image-check function as a part of the GHOST process. Software integration and production of new “image” files, using Norton GHOST, as new hardware and software become available.

CACI, Arlington, Virginia (on site at Lockheed Martin DMS, Manassas, Virginia)
Systems Engineer 1
03/1998 – 12/1998

- Staging – Windows NT and HP-UX OS installation, Microsoft Exchange server installation, Lotus Notes Domino server installation, and messaging component products installations, including DCL DSA (an X.500 directory), DCL ADUA (the interface to the DSA), MLA (mail list processing), and Lockheed Martin MWS (network manager) for the Defense Messaging System (DMS) contract.
- Installations – Install the DMS components at DOD sites as assigned, including Microsoft Outlook client installation, user training, operational testing, and site turnover.
- Detailed Design – Produce site-specific detailed information that is used by the Staging team to build the DMS component products.

Princeton Information Limited, Vienna, Virginia (on site at Lockheed Martin ATM, Rockville, Maryland)
Campus Network Engineering / Software Team
05/1996 – 10/1998

- LAN Administration Activities: Set up LAN, User ID and password management, Resource Management. Developed several REXX utilities and batch files to assist in the LAN Administration activities. Wrote “Desk Procedures” for LAN Administration activities expected of the Administrator. Developed prototype training regimen for novice LAN Administrators. Trained 3 people on LAN Administration. Managed backup processes on Windows NT and OS/2 LAN Server. Restore user files on request.
- Client workstation build activities: Prototype Windows NT 3.51, NT 3.50, and DOS/Win 3.1 platforms. Developed Symantec BASIC utilities, build checklists, and scripts to make the build reproducible.
- Server Maintenance activities: Install Service Pack and CSD products on the Windows NT and OS/2 servers. Confer with IBM and Microsoft support for problem resolution, if needed. Worked with rack-mounted servers.
- Security: Insure that user IDs are removed when no longer needed. Insure that all user IDs with Administrator authority are authorized.
- Tier 2/3 Helpdesk: Assist customers with LAN problems not resolved by first line support.
- Projects: License metrics, PC Anywhere Integration, Grenada integration, Plotter, Performance metrics.