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Security Clearance: Secret

## OBJECTIVE:

Information Technology position as a Network Systems Manager / System Administrator. My experience in Internet and Intranet development and implementation, combined with management and communication skills can contribute to increased efficiency of current and new operations.

## LICENSES/CERTIFICATIONS:

- **CIW Security Professional,** New Horizons, 2003
- **CIW Security Analyst,** New Horizons, 2003
- **Cisco Certified Network Associate (CCNA),** New Horizons, 2003
- **Cisco Internetwork Troubleshooting (CIT),** New Horizons, 2003
- **CompTIA Network**+**,** New Horizons, 2002
- **CompTIA Server**+**,** New Horizons, 2002
- **Microsoft Certified System Engineer (MCSE),** New Horizons, 2002
- **Microsoft Certified System Database Administrator (MCDBA),** New Horizons, 2002
- **Microsoft Certified System Administrator (MCSA),** New Horizons, 2002
- **Microsoft Certified Professional Windows 2000 (MCP),** New Horizons, 2002
- **CompTIA A+ Certified Professional,** New Horizons, 2002

## PROFESSIONAL EXPERIENCE

07/05/2003 to Present.  Hrs per week: 40, Information Technology Specialist (**Network Manager**), FPO, AE  09865, Patrick Ferry, 314-266-1450.

Manages network by configuring, upgrading, repairing, maintaining, and monitoring network to configuration standards. Performs operating system patches and releases; manages server failures; and administers accounts, desktop management services, interfaces, and functional requirements. Performs high-visibility maintenance and implementation services for mission critical systems. Primary duties include engineering support and maintenance of multiple computer networks, with emphasis server and network availability, maintainability, and supportability. Responsible for installing, configuring, performance monitoring and tuning, as well as real-time troubleshooting of network outages, and development of solutions that maximize mission continuity.  Provides 24x7 support to a range of complex mission critical systems and subsystems.  Duties include setup and installation of new servers, workstations, routers, switches, antivirus servers, and associated hardware and peripherals.  Knowledgeable of Internet Protocol (IP) based networks, Microsoft Windows XP, Windows 2000, Windows NT, Windows NT Server,  Windows 2000 Server, MS Windows 2000 Active Directory, Microsoft Exchange 2000 e-mail system administration, Enterprise Management, Information Assurance and Desktop Management Web hosting and Networking, in a "Large scale" inter-organizational Active Directory and Exchange 2000 migration and provides support for the following COTS products: Exchange 5.5, Exchange 2000, Windows 2000 Professional, Windows XP Professional, Microsoft Office, Symantec Enterprise Security Manager, Symantec Intruder Alert, Remedy Help Desk,  Veritas Backup exec.. Ensures software patches, updates, and enhancements are applied to ensure current security configuration of systems. Enforces security policies and procedures to prevent and defend against access to networks, systems, and data, conducting risk and vulnerability assessments of planned and installed classified systems. Manages SIPR and NIPR user account information, conducts performance monitoring/tuning, executes data backups and restoration, and as well as general system troubleshooting.  Implements and maintains security policies and procedures and monitors the security posture of the Network Infrastucture which includes establishing best practices for administering User and System accounts and configuration management of all existing and proposed infrastructure/architecture.  Ensures servers and workstations operate at optimal performance and reliability.

Plans and installs operating system upgrades and enhancements, and will test, install, and maintain software tools and utilities used to maintain/optimize systems. Systems management activities are conducted with the objectives of maintaining system security, minimizing impact to ongoing operations, and maximizing mission continuity.  Performs routine network health and safety monitoring and maintenance, interfaces with vendors, users, and other engineering disciplines concerning network and system modifications and enhancements, to ensure program milestones and availability objectives are met.  Provides security engineering and integration services to internal customers. Involved in a wide range of security issues. Uses encryption technology, penetration and vulnerability analysis of various security technologies, and information technology security research.  Performs daily and weekly maintenance activities including scheduled system backups, preventative maintenance and monitoring of system status. Uses system-monitoring tools to proactively recognize, diagnose and resolve problems. Writes and maintains standard operating procedures.  Applies current computer science technologies to the design, development, evaluation, and integration of computer systems and networks to maintain system security IAW DISA standards. Works with commercial computer product vendors in the design and evaluation of state-of-the-art secure operating systems, networks, and database products. Possesses strong communications skills and able to interface in a professional manner in an intense and diverse work environment. Experienced in network hardware and network architecture design and maintenance, including familiarity with commercial (e.g., CISCO, HP, DELL) products, such as routers, switches, bridges, gateways, firewalls, hubs, with mixed fiber/copper interconnects.  Able to apply such system engineering skills as requirements analysis and allocation, functional analysis, system analysis, and system/subsystem design, and must adhere to established system engineering and C2 configuration management standards for development, test, and integration of network baseline changes. Accurately tracks and documents network hardware and cabling, and to generate processes and procedures to support network testing and rapid recovery from failures. Conversant with system security plans, security audits, and security accreditation requirements as applied to LAN/WAN infrastructures.

07/14/2002 to 07/04/2003.  Hrs per week: 40, Information Technology Specialist  (**System Administrator**), Network Service Center, Chievres, Belgium.  APO, AE  09708, LTC Randall Bland, DSN 361-5214.

Administers activity network (local and wide area) by managing network failures, administering user access rights, procedures and configuration, monitoring network performance and capacity, and developing installation packages to support software installation. Provided on-site support for 10 servers NIPRNET and over 800 (UNCLAS) workstations for all corporate (COTS) and military software applications. Provided support to customers requiring assistance with computer hardware, software and network problems. Log, track and troubleshoot all problems to resolution. Implemented new system hardware and software and develops local operating procedures. Monitored ongoing operation of network. Analyzed equipment and software reliability and utilization reports to identify and correct problem areas and establish computer and telecommunications performance levels.  Performed feasibility studies to develop or modify information systems to meet user network and/or telecommunication requirements. Reviewed proposals for change, which consisted of objectives, scope, and users expectations. Performed in-depth analysis of automated and manual systems related to network and/or telecommunications design. Prepared testing and implementation plans. Established test criteria and data to ensure all program modules and outputs for assigned project were tested for completeness and accuracy. Prepared system documentation.  Implemented new system hardware and software and developed local operating procedures. Evaluated several Server/Data Consolidation Software suites. Prepared technical justification for purchase of Migration software. Successfully Migrated files, folders, shares and local groups while keeping their security intact (SID, NTFS Permissions, Shares, ACL, and ACE), and created the required Local Groups on the Target Server. Installed and configured several Windows 2000 servers: File Server, WINS, DHCP, DNS, and Print servers. Function tested hardware and software to resolve technical problems and coordinated appropriate on-site repairs. Performed system backups to insure expedient restoration of the database for the respective network equipment. Troubleshot Network connectivity problems using TCP/IP utilities, ping, tracert, ipconfig, netstat, nslookup, winipcfg, and telnet.

04/09/2001 to 07/13/2002.  Hrs per week: 40, Information Technology Specialist  (**Customer Support**), Network Service Center, Chievres, Belgium.  APO, AE  09708, LTC Randall Bland, DSN 361-5214.

Provided on-site support for over 800 workstations for all corporate and military software applications. Installed and configured Common Access Card (Secure E-Mail) Win2K IAW Computer Work Station Enabling Procedures. Implemented PXE/DHCP based Remote Boot and Slipstream technology to optimize DMS 3.0 Client, Windows 2000 Professional and XP Professional client operating system and application installations through RIPrep images full installations only took 50 minutes to complete. Installed and configured a Windows 2000 Advanced Active Directory

Server, a DHCP Server, DNS server, Remote Installation Services (RIS) Server, IP range, subnet mask, connected servers using Cat5e straight cable connected to a 10/100BaseT Ethernet Switch. Verified hardware compatibility before installing Operating System or Office Suite software. Configured Dual-booting systems Windows 98/NT/2000/XP.  Provided prompt resolution ensuring continuity of successful operation using knowledge of multiple operating systems, networked environments, hardware, peripherals, and application software. Installed, configured, and troubleshot Windows 98,Windows NT 4.0, Windows 2000 and Windows XP Professional operating systems.  Repaired and upgraded client workstations to include flashing the BIOS, removing, installing, and configuring NIC, PCI modems, DeskJet, Laser printers, IDE CD-ROM and DVD drives, video cards, EIDE ATA and SCSI hard drives, Intel Celeron and Pentium processors, RAM (EDO, SDRAM, DDR), SCSI cards, multiple display support, USB devices 1.0/2.0, PCMCIA cards, scanners, and fax machines. Set up user accounts and reset user logon password using Exchange Administrator User Manager. Created Remedy tickets, annotated work completed and closed ticket when tasking(s) were completed. Analyzed results of the ISS scans performed and made recommendations for course of corrective actions to the Information Assurance Manager.

04/20/1998 to 01/06/2000.  Hrs per week: 70, **(Production Manager),** Chemfab.  Merrimack, NH  06504, Fran Enzien, (603) 424-9000.

Managed seventy-five associates and six supervisors. Member of Transformation Task Force, interpreted decisions on questions of policy, administration and special problems for subordinate staff, revised operating procedures as required. Completed the Millennium Dome project for UK Government and Tent City Project for Saudi Arabia. Defined areas of responsibility, requirements and objectives. Responsible for the execution of administrative and personnel management related to the mission assigned. Supported companies goals in EEO, and internal controls designed to reduce fraud, waste and abuse. Planned work assignments to be completed during shifts and the number and type of employees required, considering such factors as work load, priorities, change of work procedures, backlogs, available manpower, leave periods, equipment, skills and qualifications of subordinates. Initiated actions to fill vacant positions, selected and participated in the selection of employees for appointments. Approved personnel actions such as, promotions, reassignments, leave and vacation schedules. Resolved complaints rose by employees, and elevated more serious problems to the personnel department.  Conducted performance appraisals and provides on the job training. Provided advice, counsel, and instruction, when needed, to accomplish assigned functions. In coordination with subordinate employees, established performance objectives of employees. Assisted employees in developing personal training plans, which incorporated both technical and leadership training. Developed and maintained documentation concerning daily operations. Supervised the installation, configuration, and operational set-up of the Database for the Automated Skill Base Pay Data System. Utilized Microsoft Word, Excel, PowerPoint, Microsoft Office Pro 97, Microsoft Project, Project Manager Pro, Microsoft Windows 95, Microsoft Windows 98, Windows NT, RUMBA, Norton Anti-virus, Lotus Smart Suite, Microsoft Internet Explorer 5.0.

09/28/1995 to 09/28/1997.  Hrs per week: 40, **(Inventory Management Specialist)** Department of the Air Force.  Warner Robins, GA  31093, B.C. Smith, (912) 926-6400.

Provided support to the rollout team and to end user environment.  Troubleshot and solved hardware and software problems both over the phone and at the end user's desktop. Performed hardware and software installs on PC's and provided first and second level support on the packaged applications and operating systems of the client.  Supported a mixed community of desktop environments running multiple operating systems: Microsoft Disk Operating Systems Windows 3.11, Windows 95, Windows 98 and Windows NT Workstation 4.0.  Platforms: IBM 3090, Amdahl, DEC, Compaq, Hewlett Packard, Dell Pentium, AST, Gateway 2000, and Zenith.  Resolved hardware, software, and network connectivity problems DEC, Smart Term VT320/420.  Removed thirty non-Pentium office automation systems. Received, inspected, and configured over thirty new Zenith Pentium computers.  Connected to Texas Instruments, Okidata, Lexmark, DEClaser, and Hewlett Packard laser printers, local area network and shared printers.  Configured networked computers system local area network Connection, parallel ports, high-speed serial line connections, IP addresses, log on passwords, DOD Web Sites, and Web Browsers. Assisted end users troubleshoot through installation or working problem with software. Resolved system failures, performed minor equipment repairs, and diagnosed problems. Downloaded commercial software upgrades from servers.  Provided training on system hardware and software: Microsoft Office 97 Professional, Microsoft Access, Microsoft Excel, Harvard Graphics, Microsoft PowerPoint, FormFlow, dBase III Plus, Word Perfect, Norton Anti-virus 5.0, Adobe Acrobat Reader, Microsoft Outlook Express, Netscape Navigator, Microsoft Internet Explorer, NCSA Mosaic, EW Cluster, Super TCP/IP Suite, USAF Public Library, LNOI Viewer, and DEC Email.

## EDUCATION:

Southern Illinois University, Carbondale, IL; **Bachelor in Industrial Engineering Technology**, 1996; 3.0 out of 4 Point GPA; 120 Semester Hours

University of Maryland, College Park, MD; **Bachelor in Business Management**, 1990; 3.45 out of 4 Point GPA; 120 Semester Hours

Community College of the USAF, Maxwell AFB, AL; Associate in **Aircraft Powerplant Technology**, 1989; 3.30 out of 4 Point GPA; 71 Semester Hours

Wentworth Institute of Tech, Boston, MA; No Degree in **Mechanical Design Technology** , 1982; 2.50 out of 4 Point GPA; 50 Semester Hours

Chelmsford High School, 1980 High School Diploma

## TRAINING:

General Dynamics, BLII OCONUS Information Assurance, (02/04)
Public Key Infrastructure, (07/03)
USAREUR, Leading Change, (05/03)
Microsoft Windows NT 4.0 Technical Support Training, (05/03)
Installing, Configuring, and Administering Microsoft Windows XP Professional, 070-270 (04/03)
Smart Force, Organizational Behavior: Power and Leadership (04/03)
Smart Force, Management: Leadership - Communication and Teamwork 04/03
Smart Force, Planning and Managing Business Strategy: Culture and Leadership (04/03)
Smart Force, Management: Leadership - Motivation (04/03)
Smart Force, Leading for Business Results: Leadership in the New Economy (04/03)
USARUER, Effective Briefing Techniques, (01/03)
Microsoft Windows NT Network Administration, (12/02)
Microsoft Internetworking with TCP/IP on Windows NT 4.0, (10/02)
USAREUR, Information Assurance Computer Network Defense Training, IA/CND III, Core Tech, (08/02)
Designing Security for a Microsoft Windows 2000 Network, 070-220 (08/02)
Implementing and Administering a Microsoft Windows 2000 Directory Services Infrastructure, 070-217 (08/02)
Implementing and Administering a Microsoft Windows 2000 Network Infrastructure, 070-216 (07/02)
Managing a Microsoft Windows 2000 Network Environment, 070-218 (06/02)
Installing, Configuring, and Administering Microsoft Windows 2000 Server, 070-215 (06/02)
Installing, Configuring, and Administering Microsoft Windows 2000 Professional, 070-210 (05/02)
USAREUR, Information Assurance Computer Network Defense Training, IA/CND II Core Tech, (04/02)
Implementing Microsoft Windows 2000 Network Infrastructure, 2153 (12/01)
Implementing Microsoft Windows 2000 Professional and Server, 2152 (12/01)
USAREUR, Microsoft Outlook 2000 and DMS Advanced, (11/01)
USAREUR, Information Assurance Computer Network Defense Training, IA/CND I Core Tech, (11/01)
USAREUR, PKI, LRA Local Registration Authority, (10/01)
USAREUR, Putting Customers First Whatever It Takes (09/01)
USAREUR, Microsoft Outlook 2000 and DMS Introduction (09/01)

# AWARDS:

Dept. of NAVY Performance Award, August 2005
Dept. of NAVY Letter of Appreciation, September 2004
Dept. of NAVY Letter of Appreciation, March 2004
Dept. of ARMY Special Act Performance Award, May 2002
Dept. of ARMY Performance Award, May 2002
Dept. of ARMY Performance Award, November 2001
Dept. of USAF Outstanding Performance Award, January 1997
Dept. of USAF Outstanding Performance Award, September 1996
Dept. of USAF Air Force Commendation Medal, August 1990
Dept. of USAF Air Force Honorable Discharge, 04/09/1985 to 08/07/1990
Dept. of USAF Good Conduct Medal, May 1988
Dept. of USAF NCO Preparatory Course John Levitow Award, Feb. 1988
Dept. of USAF Awarded Maintenance Professional of the Year May 1987

# OTHER INFORMATION:

Maintains technical proficiency by attending meetings and through subscription of current computer literature to include Microsoft Certified Professional Magazine, Network Magazine, Federal Computer Week, E-Gov, ENT News, Network Magazine, and PC World. Installed Windows 2000 server employing Active Directory, Microsoft Exchange Server 2000, Windows 2000 DNS, and Remote Installation Service. Performed remote automated installations 500 Windows XP Professional, and DMS Client installations, Managed Windows 2000 networks using Remote Installation Service (RIS). Configured new SIPRNET Microsoft Exchange 5.5 Server and migrated all SIPR mailboxes and folders from DMS Exchange Server to new Exchange server. Configured BGP on Cisco 7200 router (Border Gateway Protocol). Installed and configured two Windows 2000 DNS servers to replace the Linux DNS Servers. Installs, configures, troubleshoots Microsoft Windows NT 4.0 Server, NT 4.0 Workstation, 2000 Server, 2000 Advanced Server, Linux, Unix, Solaris, Trend Scan for Exchange, TimeStep PERMIT/Gate 7500, Windows 2000 Professional, Office 2000 Professional, Exchange Server 5.5, Internet Information Server (IIS), Microsoft Outlook Web Access (OWA), Cisco Catalyst 2900 switches, Cisco 3600, 4000 and 7000 series routers, Gauntlet Firewall 6.0, Norton Anti-Virus 8.1 Server and Client, Symantec Antivirus for Exchange and SMTP Gateways, Sun Enterprise Servers, Netscreen, Micron Netframe Servers, Dell Servers (RAID), Black Box Matrix/MultiEXP, ServSwitches, and CAT 5 KVM Extenders. Installs, configures, and troubleshoots special applications and services, WINS, DNS, DHCP, Cluster Servers, DMS 3.0 client, DMS servers, SKED, PMS, 411, DSN, DPAS, CAC reader(s) and PKI.