

SUMMARY:

I am a Future Technologist with a love and understanding of technology and a desire to see others use and enjoy the experience. I have a vision of what the future of computing and technology will be like and look forward to seeing different companies roll out their ideas and how people will adopt and use them. I am an IT professional with over 7 years of IT experience and over 9 years of experience providing interpersonal relationship-oriented service in Information Technology, Help Desk, and Customer Service. I bring leadership skills learned through scouting, church, and work. I have 5 years of quality assurance in customer service and sales. I have 5 years of writing and providing easy to read technical documentation to front-end users.

SECRET CLEARANCE

SKILLS:

- Consistently deliver high level customer service (over 2,000 customers in past seven years - all with critical, times-sensitive needs)
- Able to see different viewpoints and assist others in understanding the each other's opinion
- Able to bring people together and assist them in working together
- Able to stay abreast of cutting edge technology and understand the potential impact on markets
- Able to understand user interfaces and learn them quickly
- Network experience supporting over 30 users, 15 servers, and 50+ workstations/laptops
- Skill in using cutting edge technology including Windows XP & 7; OS X: Leopard & Snow Leopard; Windows Server 2003; Office 2003, 2007, & 2010; and Mac Office 2008 & 2011

PROFESSIONAL HISTORY:

GDIT

Washington, DC/Falling Waters, WV

September 2008 - Present

Senior Analyst, Information Technology

Research and Discovery Lead

June 2009 - Present

Lead research and discovery team member, responsible for a small team that seeks out new technologies and its potential application within the VA. Monitor new technologies from vaporware to production, evaluation how those technologies can be implemented or used by the VA to deliver improved services to their employees. Evaluate new technologies for NIST, VA handbook 6500, FIPS, FISMA, and other policy and regulation compliance. Consider the use and application of technologies by users and veterans and provide guidance and input on policy, security guidelines, handbooks, and directives. Work with the TRM (Technical Reference Model) to provide product, technology, and industry standard reviews. Assist in making decisions based on security and needs of the various VA Organizations. Work in the TRM Process and Functionality Sub-Groups to clear items assigned by the TRM Management Group. Provide security knowledge and information during meetings, for briefing, and other documentation. Research and write Initial Product Reviews, Security Assessment Reports, and work with a Lab team to deliver in-depth security guidelines and handbooks. Write and provide input on security and technical Handbooks, Guidelines, Memos, and Policies that are distributed for VA hardware and application configuration. Write and provide input on the design and configuration of software solutions. Write and provide process and procedures for a change management solution [ChangeGear]; that was a special project for the client. Assist in the setup, installation, and implementation of [ChangeGear] a change management solution for the Enterprise Security Change Control Board for VA wide use. Provide guidance for a government tasking database that is used for official reporting to the client and GSA.

Senior Technical Editor

Manage SharePoint 2007 and the documents contained therein. Manage a custom tasking database in Access. Produce reports from the database for reporting to the client and GSA. Create custom document layouts for the Department of Veterans Affairs Enterprise Security Solutions Service. Provide input and comments to technical white papers, government security policy, and guidance for applications and tools. Work with the team to write, develop, and provide solutions for the VA. Review and edit Guidelines, Memos, & Policies distributed throughout the VA. Provide input on design and configuration of software solutions. Work to deliver sound security and technical policy for VA hardware and application configuration. Assist in providing process and procedures for the change management solution and assist in the selection of

September 2008 - June 2009

a software package. Provide input and guidance on Media Sanitization solutions. Work with the vendors to implement systems, applications, and solutions for the VA.

Iron Wil CS

October 2003 - Present

Martinsburg, WV

Business Owner

Receive inbound calls and support customers who require technical assistance when setting up their home networks and/or accessing the Internet. Build and recommend networks for clients. Provide basic website design, construction, and consultation. Successfully troubleshoot, diagnose, and resolve technical and software issues. Install and updated software applications, Internet explorer configuration, and network configuration. Develop and devise cost-effective solutions for both consumer and business clients. Build, repair, and upgrade computer systems and networks. Consult with other technicians about problems. Configure and install file servers on a network. Teach others how to use Microsoft Windows, Word, Excel, Power Point, and Outlook.

NMR Consulting, Inc.

March 2008 - June 2008

Annapolis, MD

Network Administrator

Provide customer support for several small business clients, ranging from 5 to over 35 employees. Provide off site support via Desktop Authority and Remote Desktop and provide onsite support in the form of trouble shooting and training. Manage daily, weekly, and monthly Symantec back-ups for environments that range from 1 server and a few desktops up to 15+ servers and numerous desktops. Suggest changes to client back-ups to allow them to run faster and overnight. Work with Symantec to fix back-up problems. Taught clients how to use Suncoast Solutions and Junipers VPN client. Install software updates for Windows, Symantec [Backup Exec and Anti-Virus], and others. Use Active Directory to create, manage, disable, and remove user accounts; and create, manage, disable, and remove Exchange accounts for new users. Suggest software and hardware to meet client's needs. Assist network technicians with problems they are working on.

SAIC

November 2006 - March 2008

Arlington, VA

Systems Administrator

Provide customer support on a government contract. Support two independent networks one for a developer environment and a production network used by our clients. These networks include 20 servers and 15 workstations. Support two additional networks that have two or three servers each. Maintain windows system updates. Assist in managing Active Directory. Monitor Symantec Backup Exec, IP Sentry, and WSUS and make changes. Troubleshoot software issues; install updates for several off the shelf products. Responsible for opening and closing a secure lab environment. Handle purchasing for new hardware and software, including obtaining quotes, filling paperwork, acquiring approval, submitting the purchase request, uploading a copy of all documentation, and making sure that each purchase order had cleared the orders system. Manage the relationship with vendors, our purchasing department, and upper management. Write supporting documentation that discusses our network, installation methods, backup procedures, and system policies.

ReymannGroup, Inc.

February 2005 - July 2006

Edgewater, MD

Customer Service Representative, LAN Tech

Provide customer support to our clients including creating, updating and editing new website accounts. Attended and participated in conference calls with supervisor and clients to understand the needs of the client. Worked with supervisor and vendors to develop and maintain company website and its customized sub-domains. Pulled website usage reports from the server, removed extra data, organized, and prepared for supervisors and clients. Created, maintained, and tracked the progress of ongoing projects. Monitored all daily news feeds for issues relevant to clients and posted updates to company website. Edit or update white papers for layout, spelling, grammar, flow, and context. Create PDFs from Word and Excel files. Use Adobe CS2 for the creation of white papers, user handbooks, new employee guides, and other documents. Set up computers, created email accounts and in-house website accounts for new employees. Provided ongoing in-house technical support including enabling wireless access for laptops, ensuring all computers were updated, managing email accounts, and monitoring the file and web server. Changed server backup tape and maintained the safety and security of the off-site backup tape. Created and updated charts and other data in excel files. Created, managed, prepared, and processed Client

Lists for direct mail campaign. Oversee printing of piece mail and envelopes, piece mail preparation, and packaging for direct mail campaigns.

SITEL Corporation

April 1997 - July 1998 & September 2000 - February 2005

San Angelo, TX

Quality Assurance Professional

October 2001 - February 2005

Monitor telephone representatives' performance daily by taping, listening to, and evaluating calls. Counseled telephone representatives on quality of service to ensure proper procedures were being followed. Wrote shift reports and daily communication forms to update quality assurance staff and prevent duplication of evaluations. Follow up on any problems or questions on reports. Participate in meetings with supervisors and managers to review monitoring lists. Report scripting problems and questions from callers to the appropriate departments. Communicated with Supervisors on program changes and communicate telephone representatives' actions to Supervisors for performance appraisals. Assisted Trainers with training classes as needed. Assisted clients in monitoring session-specific programs as needed. Distribute client headsets and company-related correspondence to telephone representatives.

Customer Service Representative

April 1997 - July 1998 & September 2000 - October 2001

Answered and controlled incoming and outgoing calls. Gathered and verified customer information. Explain calling plans and options. Solicit long distance orders to small business and residential customers over the telephone. Resolve customer complaints and problems with their telephone service. Enter customer information into system to ensure accuracy of information. Learned and retained a working knowledge of existing and new accounts. Provide feedback on scripts, products, and rebuttals to help improve programs.

Barstow Community College

October 1995 - February 1997

Ft. Irwin, CA

Assistant Technician

Keep 30 computers (\$45,000 worth of equipment) maintained and problem free. Installed software and fixed minor system problems. Monitor computer users for system abuse.

ADDITIONAL EXPERIENCE:

Martinsburg Ward, The Church of Jesus Christ of Latter-day Saints

September 2009 - Present

Young Men's President

April 2009 - Present

Young Men's Program Plan activities to build faith and camaraderie and prepare lessons to help the young men adapt to the changes they experience at this time in their lives. Teach the doctrines, values, and ethics of the Church of Jesus Christ of Latter-day Saints. Organize activities for the youth to assist them in understanding their importance in the world stage, realize and plan for their future, prepare for a mission, and a life of service in the church. Plan how to reach out to those that do not attend weekly meetings and encouraged the young men to learn and live by the Boy Scout Oath, Boy Scout Law, Boy Scout Motto, and Slogan.

Activities Committee Chair

September 2009 - April 2010

Activity Committee Plan and execute Ward activities that engage member of the congregation ranging from 2 to 82. Recent activities include Ward Christmas Dinner, Sunday Linger Longer, and Dinner Groups.

Calvert Ward, The Church of Jesus Christ of Latter-day Saints

February 2005 - August 2009

Webelos Den Leader

January 2009 - August 2009

Cub Scout Pack 777 Taught and lead a group of 10 year old boys in Cub Scout activities, including Den Meeting, Pack Meeting, and outdoor events. Also, encouraged the boys to learn and live by the Cub Scout Oath, Law of the Pack, Scout Motto, Boy Scout Oath, Boy Scout Law, Boy Scout Motto and Slogan.

Counselor in Melchizedek Priesthood (Men's) Organization

August 2006 - December 2008

Plan activities to build faith and camaraderie. Teach lessons. Organize Home Teaching routes with the rest of the presidency. Plan how to reach out to those that do not attend weekly meetings. Follow up with Home Teachers to find out if there are any problems that their families are having, provide training, and council as needed.

Ward Mission Leader (Missionary Supervisor)

November 2005 - August 2006

Oversee educational and public relations efforts of 500-member congregation and two full-time missionaries in organizing open houses, team-teaching activities, and orchestrating various public relations activities throughout the entire county.

San Angelo 4th Branch, The Church of Jesus Christ of Latter-day Saints

August 2000 - October 2004

Congregation Leader

January 2001 - October 2004

Ecclesiastical and physical resource guidance to an aggregate of 800 members on matters ranging from Church doctrine to supervision of various auxiliary functions including the women's organization, Sunday School, and men's education leader selection and organization as main assistant to the Branch President.

Branch Clerk, Executive Secretary, and Branch Mission Leader

August 2000 – January 2001

Manage member information including ordinances, record changes, and appointments with the Branch President. Arrange the use of the building by different organizations in the Branch and Wards that are assigned to the Chapel. Take notes in Branch Presidency meetings, provide meeting histories when requested, work closely with Church Headquarters in resolving membership record conflicts. Attend leadership training meetings and provide information to leaders present on Branch events or activities. Report to Stake Presidency and Stake High Council. Oversee educational and public relations efforts of 500-member congregation and two full-time missionaries in organizing open houses, team-teaching activities, and orchestrating various public relations activities throughout the entire county.

California Roseville Mission, The Church of Jesus Christ of Latter-day Saints

July 1998 - July 2000

Missionary

Taught the beliefs of The Church of Jesus Christ of Latter-day Saints to those interested in church doctrine. Study two hours a day to expand knowledge and understanding of the material to be taught. Contact people on the street, door-to-door, and via telephone. Deliver church related materials to individuals who ordered them. Distribute literature containing the teachings of Latter-day Saints. Worked with local congregations and their leaders to help others learn and perform missionary-related tasks. Set and maintained a daily, weekly, and monthly schedule of work-related tasks. Planned and conducted weekly two-hour training meetings for four to six individuals using examples from current work situations and study materials.

ADDITIONAL CERTIFICATES:

LDS Institute of Religion

- Certificate of Achievement
- Graduation Diploma
- Certificate of Advanced Achievement

EDUCATION:

B.S., Business Administration (Management Information Systems emphasis), Angelo State University, 2004