**Brianna Lyon**

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Dynamic IT professional with extensive experience in implementing and supporting diverse applications. Demonstrates expertise in delivering exceptional customer service to technical and non-technical end users, ensuring seamless business operations. Proven ability to tackle challenging projects, drive them to completion, and conduct relevant training for colleagues. Notable strengths encompass effective communication, meticulous attention to detail, and a steadfast commitment to industry best practices while facilitating collaboration between stakeholders. Active TS/SCI clearance.

**KEY COMPETENCIES**

System Administration ▪ Network Security ▪ Network Configuration ▪ Troubleshooting ▪ Team Training & Development

Linux Administration ▪ Documentation & Reporting ▪ IP Services Management ▪ Crisis Management ▪ Command & Control Systems

Incident Response & Resolution ▪ Risk Assessment ▪ Performance Monitoring ▪ Process Improvement ▪ Operations Management

**PROFESSIONAL EXPERIENCE**

**Network Operations Supervisor,** United States Navy**Jan 2021 – Present**

* Lead a team of network specialists in providing critical command and control and information warfare support to global naval forces, ensuring seamless collaboration and operational readiness
* Manage operations at a large telecommunications center for the Pacific region, delivering high-quality network support to fleet-wide units and maintaining secure network infrastructure
* Oversee the maintenance of user computing infrastructure, ensuring the delivery of reliable and responsive environments by actively assisting with upgrades, facilitating seamless access for internal users, and overseeing employee services and access provisioning
* Execute complex tasks related to systems administration, meticulously analyzing user requirements, procedures, and issues to automate processing and enhance existing systems within Linux environments
* Play a key role in the installation and troubleshooting of hardware and software, managing anti-virus deployments, and custom package configurations
* Conduct testing of new software products and release versions, providing insights during system implementations and troubleshooting basic hardware and software issues
* Offer comprehensive end-user support in alignment with established operational and procedural measures, documenting critical events for reference, tracking, and compliance purposes to ensure transparent records of system activities
* Foster collaboration across internal teams to optimize IT and helpdesk workflows by contributing to the development of standards, meeting quality benchmarks, and ensuring the delivery of exceptional user service across applications

**EDUCATION & CERTIFICATIONS**

**General Studies, Concentration in Nursing,** University of West Florida

**CompTIA CySA+,** In Progress – Expected Sep 2024

**CompTIA Sec+,** Feb 2024

**CompTIA A+,** May 2023

**USMAP Internetworking Technician,** Feb 2023

**Cisco Intro to CCNA,** Jan 2023