

## Skills

- **Technical:** Network Management, Server Management, Software Management, Help Desk Support, Troubleshooting, Office 365 Administration, Policy Creation, SharePoint, Emergency Response Planning, IT Network Management, System Administration, Domain Maintenance, Information Assurance, Lab Management, eDiscovery
- **Soft:** Adaptability, Problem-solving, Collaboration, Technical Expertise, Innovation, Effective Communication, Crisis Response.

## Certifications

- Secret clearance,
  - CompTia Security+
  - Mechatronics Certificate
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## Experience

Mar 2022 - Present      **Resolute Building Company, Raleigh, NC**

### *Information Technology Specialist*

- Manage networks, servers, contracts, software, and user accounts.
- Provide efficient help desk and troubleshooting support.
- Administrator for Office 365 and Microsoft products.
- Conduct eDiscovery and collaborate with legal teams.
- Establish paperless billing with HH2 Document Flow, Transition to SharePoint, OneDrive, and cloud backups.
- Implement company-wide cyber policies, Cyber Emergency Response Plan, and Information Protection Plan.

May 2020 - Present      **Army Reserves, Mcleansville, NC**

### *Information Technology Specialist (25B)*

- Install, operate, and maintain IT equipment and communication systems.
- Troubleshoot and provide training.
- Manage computer systems, network, and domain.
- Ensure information assurance and security compliance.
- Handle Network Operations (NETOPS) service desk.
- Manage Communications Security (COMSEC) accounts.

Jan 2020 - Sep 2020      **Patrick Henry Community College (PHCC)**

### *MET Lab Technician*

- Directed and maintained the Mobile Technology Lab.
  - Adapted the facility during COVID-19 lockdown for PPE development in response to local shortages.
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## Education

- **Bachelor:** CyberSecurity, **Old Dominion University**, Norfolk, VA, GPA: 3.55 | August 2023,
  - **Associate:** General Engineering Technology, **Patrick Henry Community College**, Martinsville, VA, GPA: 4.0 | April 2020,
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## Achievements

- Army BCT Honor Graduate, 2020: Awarded Army Honor Graduate and Challenge Coin during Basic Combat Training.
- Graduate Speaker, 2020: Commencement speaker for Patrick Henry Community College graduation.
- Honor Societies, Fall 2019 - Spring 2020: President of Phi Theta Kappa honor society at Patrick Henry Community College.