James Harris

www.linkedin.com/in/james-harris-824b24208 | jcharris105@msn.com | 757-897-8201 | Evansville, IN

Summary

Highly motivated and detail oriented cybersecurity professional with 7+ years experience in troubleshooting, application security, physical security, network security and network administration. Skilled in critical thinking, experience with supervising others, flexibility to adapt to a changing schedule, provides one-on-one support and communication with clients, with an ability to learn quickly and adapt to new environments.

Experience

Datacenter Ops Technician | 07/2024 - Current
OneMain | Evansville, IN

Tier 2 Support Technician | 10/2021 - 05/2024
Hale-Tech | Newport News, VA
- Applied integrated IT and marketing strategies for 20+ small businesses
- Resolved over 1000+ customer trouble tickets
- Provided support for company networks and servers that support 30+ users
- Implemented enterprise wide antivirus and web security measures
- Installation of wireless networks including Cat6 cabling, network drops and phone systems
- Oversaw and completed multiple Domain Migrations between GSuite and O365

Field Technician | 02/2021 - 10/2021
Aerotek- NuCo2 | Norfolk, VA
- Installation of CO2 monitors at 150+ commercial client sites
- Light construction, wiring, and mechanical installations utilizing CAT 5 cabling
- Independently arrived at customer sites to complete duties
- Effectively communicated with customers, articulating the purpose of on-site installations
- Ensured projects were in strict compliance with the latest company and government regulations

Server Administrator - Corporal | 02/2017 - 02/2021
U.S. Marine Corps | New Orleans, LA
- Led and conveyed the daily briefing to the O-6 level commanders in charge of the Marine Forces Reserve IT Service Center
- Supervised 4+ Marines and managed the intake of user machines for repair
- Helped customers with troubleshooting of hardware/software
- Installed new network devices to both Secret and Unclassified networks
- Performed server patches, reboots, and migrations on a daily basis to active Secret network server clusters
- Active directory administration to create user profiles
- Managed Public Key Infrastructure (PKI) in the assignment of other users privileged tokens
- Utilized Unified Communications to assign phones/numbers and troubleshoot issues
- Setup Video Teleconferencing systems and troubleshoot issues with users in person
- Acquired and maintained a secret clearance
- Honorably Discharged upon completion of active duty contract

IT Intern | 02/2016 - 02-2017
York County Public Schools | Yorktown, VA
- Replaced and installed new computers for teachers
- Responded to trouble tickets on-site in the school district
- Delivered equipment to 19 schools in the York County School Division
- Organized and kept inventory of 6,000 square foot IT storage warehouse

Education

Bachelor of Science in Cybersecurity (BS) | 02/2021 - 05/2024
Old Dominion University | Norfolk, VA

Corporals Course | 01/2020 - 02/2020
U.S. College of Enlisted Education | New Orleans, LA

Data Systems Administrator Course | 06/2017 - 01/2018
Marine Corps Communications and Electronics School | 29 Palms, CA

Computer Network Software Operations | 06/2016
Career and Technical Education Center | Newport News, VA

Computer Networking Essentials | 06/2015
Career and Technical Education Center | Newport News, VA

Certificates

CompTIA Security+ (2018), USMAP - Computer Operator (2019), HDI Support Center Analyst (2019) , Certiport IC3 GS3 (2013), Microsoft Office Specialist (2013), NOCTI Certificate in Computer Technology (2015), NOCTI Certificate in Computer Networking Fundamentals (2015)

Awards

Certificate of Commendation | 09/30/2020
Commanding Officer, Headquarters Battalion, Marine Forces
Outstanding Achievement in Performance of Duties

Letter of Appreciation | 01/08/2020
Commanding Officer, Headquarters Battalion, Marine Forces
Professionalism, Assistance, Enthusiasm, Unselfishness

Skills

Secret Clearance (Expired), Windows Server - 2012, 2016, 2022, Windows - 7, 8, 10, 11, CRM Software - ITSM Remedy, RepairShopr, Office Applications - Outlook, Word, Excel, Powerpoint, Google Workspace - Docs, Sheets, Slides