

## SUMMARY OF QUALIFICATIONS

- Information Technology professional with 18 years of experience in system design and implementation, networking, and information security.
- Highly effective at implementing process automation, from scripting processes to replacing paper-based systems with web-based forms.
- Highly skilled troubleshooter, adept at solving problems quickly and efficiently.

## TECHNICAL PROFICIENCIES

- **Management Platforms:** Dell OpenManage, DUO Security, Forescout CounterACT, GFI Archiver, Ivanti MobileIron, Jamf Pro, LogRhythm SIEM, ManageEngine DataSecurity+, McAfee ePolicy Orchestrator, Microsoft 365, Proofpoint Email Security, VMware Horizon, VMware vSphere, Veeam Backup & Replication, and Wyse Management Suite.
- **Software Knowledge:** Microsoft Exchange 2016, Microsoft Office 2019/2022/365, Microsoft SQL Server 2016/2019/2022, Microsoft Windows 10/11, Windows Server 2016/2019/2022, Linux (Red Hat, SUSE, and Ubuntu), Unix, and macOS.
- **Network Experience:** LAN/WAN network topologies and connectivity devices including Cisco routers and switches, and cryptographic equipment.

## WORK EXPERIENCE

### **Virginia Health Sciences at Old Dominion University (formerly Eastern Virginia Medical School)**

7/2012 – Present

#### **IT Systems Engineer III**

5/2022 – Present

- Scripted processes for exporting and forwarding student mailboxes to Old Dominion University's Microsoft 365 tenant to support merger with Eastern Virginia Medical School.
- Enforced domain-based logins for server management interfaces for improved accounting, and limited access to a restricted network to strengthen security.
- Hardened backup servers by air gapping the systems, and implemented two-factor authentication for access.
- Integrated logging of external systems to LogRhythm SIEM to improve ability to respond to security threats.
- Implemented ManageEngine Data Security+ to alert of the potential misuse of institutional storage.
- Coordinated regular audit of SMTP relay to eliminate unnecessary access.
- Implemented Jamf Pro management platform to provide management tools and administrative oversight for all macOS devices in the organization.
- Enabled database failover for email archival system to ensure minimal system downtime in the event of an outage.
- Upgraded thin client operating systems and virtual machines to address security concerns and resolve user issues impacting student's use of the computer lab.
- Deployed logging and monitoring platform for VMware systems to provide usage statistics to various stakeholders.
- Assisted in deletion of expired cloud storage backup media, reducing backup costs for the organization.
- Created automated electronic account request process to replace former paper-based process.
- Regularly update LogRhythm SIEM to address evolving security challenges and provide enhanced logging capabilities.
- Oversees the mobile device management solution for the organization, and provides technical expertise to resolve user issues when they occur.

#### **Network Administrator II**

7/2012 – 5/2022

- Managed the transition to telework during the COVID-19 pandemic, ensuring all workers had the equipment they needed to work effectively from home, as well as identifying new technologies to boost the efficiency of communication while working remotely.
- Implemented process automation of several administrative tasks in the Simulation Center, such as feedback

collection, purchase requests, employee evaluations, instructor renewals, and the generation of invoices.

- Developed electronic forms to replace former paper-based systems.
- Established fixed replacement cycle for all technology assets, including PCs and IP cameras, ensuring Center equipment is up-to-date.

**United States Navy**

12/2007 - 6/2012

**Information Systems Technician 2<sup>nd</sup> Class**

- As Work Center Supervisor, oversaw the weekly completion of 160 maintenance checks on servers and network equipment, with 0% failure rate.
- Identified and corrected 46 network vulnerabilities, which improved network security and brought organization within Department of Defense standards.
- Improved computer peripheral inventory by introducing fixed inspection schedules, resulting in 100% item accountability.

**EDUCATION**

- Candidate: Bachelor of Cybersecurity  
Old Dominion University, Norfolk, VA  
Expected graduation: Fall 2027
- Associate of Applied Science: Information Systems Technology, Career Studies: Network Administration  
Tidewater Community College, Norfolk, VA

**CERTIFICATIONS**

- CompTIA Security+  
Certified by CompTIA  
Date Earned: October 2023

**AWARDS**

- 2024 EVMS Legacy Staff Award for Excellence in Efficiency and Effectiveness