| Kailia TomasService Desk Tier One Operator with 2 years of experience in IT help desk support. | Chesapeake, Va**(757) 371-5500****kailiatomas@gmail.com** |
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| Clearance TS/SCICERTIFICATIONS Security + (May 2023) EXPERIENCEUnited States Navy (Reservist), United States — Petty Officer 3rd Class *Information Systems Technician*September 2021 - PRESENT* Proficiently installed and configured multiple operating systems including Windows 2000, Windows 10, and Windows 7 on NIPR and SIPR machines, ensuring compliance with security protocols and seamless integration with network infrastructure to facilitate efficient system operations and user access management.
* Successfully diagnosed and resolved issues with Virtual Desktop Infrastructure (VDI) and thin clients, ensuring seamless access to resources and optimal performance for end-users. Additionally, proficiently managed upgrades for NMCI machines and Windows 10 software, implementing necessary updates and enhancements to improve system functionality and security posture.
* Implementing appropriate security measure for appropriate network device and workstation

General Dynamics Information Technology , AFB Langley Base , Va —  *Junior Network Engineer (DCGS Contract)*November 2023 - Present* Configured and optimized network devices, including routers and switches, to enhance network performance and security.
* Documented network device configurations and changes to maintain accurate network documentation and facilitate future troubleshooting.
* Provided training and support to junior team members on configuring and managing network devices effectively.
* Utilized monitoring tools such as Splunk, SolarWinds, and Cienna to gather and analyze log data for troubleshooting purposes.
* Documented troubleshooting procedures and findings, creating a knowledge base to facilitate future problem resolution and training for team members.
* Implemented robust network security measures utilizing Cisco routing tools, including configuring and optimizing routers to enforce access controls, implement VPN solutions, and mitigate security threats, ensuring the confidentiality, integrity, and availability of network resources in accordance with industry best practices and organizational security policies.

Imagine One, Norfolk, Va —  *Service Desk Tier 1 Operator (NMMES Contract)*November 2022- November 2023* Managed and resolved over 2000 user tickets through the SIAM framework, ensuring timely and effective resolution of technical issues and user concerns while maintaining high levels of customer satisfaction. Followed up on each ticket until resolution, ensuring users' problems were fully addressed and resolved in a timely manner.
* Provided technical support to over 500 users for NCMI software (e.g., Flank Speed, Active Directory) and hardware (e.g., NMCI NNPI machines), addressing inquiries and resolving issues via phone calls, ServiceNow tickets, and email correspondence, ensuring prompt and effective resolution to enhance user productivity and satisfaction.
* Drafted and distributed outage notifications to end users, providing timely updates and instructions to minimize disruptions and ensure transparency throughout the outage period, facilitating user awareness and engagement.
* Conducted troubleshooting of users' VDI issues using vSphere and RDCMan , diagnosing and resolving connectivity, performance, and configuration issues to ensure smooth and efficient VDI operations, enhancing user productivity and satisfaction.
* Proficient in account provisioning within Active Directory (NIPR), adept at assigning security groups, and updating user profiles on desktops, ensuring seamless access to resources and adherence to security protocols, enhancing operational efficiency and user access management.

Apex Systems, Virginia Beach — *Network Operations Specialist*August 2022 - November 2022* Configure and troubleshoot software and hardware enhancements, applications deployments, and infrastructure upgrades
* Demonstrated expertise in diagnosing and resolving computer system problems, including hardware and software issues, through systematic troubleshooting methodologies, ensuring minimal downtime and uninterrupted workflow for end-users, thereby enhancing overall productivity and user satisfaction.
* Conducted comprehensive user training sessions on software performance optimization techniques and methodologies, equipping users with the knowledge and skills to implement performance tuning measures effectively, resulting in enhanced system efficiency, reduced resource consumption, and improved user experience.
* Maintained a detailed log of issues encountered and corresponding solutions implemented, to create a comprehensive reference database for future troubleshooting and knowledge sharing, ensuring efficient problem resolution and continuous improvement of system reliability.

EDUCATIONOld Dominion University, Norfolk, Va — *BA Computer Science* August 2022 - Present * Completed 66 credits at Old Dominion University, majoring in cybersecurity with a minor in computer science, specializing in cybersecurity.
* Focused coursework on utilizing Linux programming language to develop and implement advanced security measures, safeguarding network infrastructure against cyber threats and vulnerabilities, and ensuring the confidentiality, integrity, and availability of critical assets.
* Proficient in C++, Linux, and Python, leveraging this diverse skill set to develop comprehensive cybersecurity solutions
* Utilized C++ for low-level system programming
* Python for scripting and automation tasks, demonstrating versatility and effectiveness in addressing complex cybersecurity challenges across different environments and platforms.

ReferencesGlendale Parker - Glendale.p@gmail.com Nina Frances - 757 -581-7357 | SKILLS* Microsoft Office
* Incident Management
* ServiceNow
* Information Security
* Active Directory
* VMWare
* Vsphere
* RDCMan
* SolarWinds
* Cienna
* SecureCRT
* Serena Business Manager
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