

**Summary:**

Non- Classified/Secret Internet Protocol Router Network (NIPRNET/SIPRNET) System Administrator; Telephone Control Officer (TCO). Video Teleconference (VTC) Administrator; Watch Floor Technician; responsible for plans, designs, manage, and analyzes computer systems, networks; the maintenance and security of Unit's internet and computer systems., responding to employee concerns, drafting documents to help employees use computer systems and coordinating with company leadership to determine new technologies that could enhance the company's computer systems

**EDUCATION:**

**Associate Degree:**

**FEB 2023**

University of Maryland University College  
Campus General Studies with concentration in Cyber Security

UMUC Global

**Certifications:**

CompTIA Security+ CE, CompTIA Network+ CE

**AREA OF INTEREST:**

Have active TS/SCI Clearance

**EMPLOYMENT HISTORY**

**ERA Solutions/WPConnects | Remote  
WordPress Developer - Intern**

**Oct 31 2022 – Jan 20 2023**

Trained in the understanding and proficiency of WordPress technologies. Delivery of scalable website development systems to end users. Daily tasks consisted of practicing design implementation, Agile and Scrum concepts, debugging, c-panel use, database setup, tools and techniques applicable to WordPress, GitHub use, search engine optimization, Jira and Kit applications, and team project building. Skilled and experienced in business communication and team building in professional environments.

- Hands-on learning with expert mentors during labs, prep, project wizard and naming, fundamentals, test work
- Information gathering; prioritize tasks, determine scope of the project, development, test and deployment, and project life cycle
- Analyze user requirements for manageable objectives and outcome
- Set up WordPress locally and remote connected to host servers
- Forward thinking; envision system features and functionality

- Develop and test WordPress Sites to ensure continuity
- Ensure a detailed design documentation
- Identify and resolve technical issues during the build, test, and management phases
- Provide deep understanding and expert knowledge on WordPress suite applications
- Always learning to have extensive development knowledge and experience
- HTML, CSS, Knowledge of agile and waterfall
- WordPress: Elementor. UI/UX analysis and design according to the requirements of a client.
- Agile and waterfall development, Completed a 4-page WordPress website built from start to finish. Customer service.

**Help Desk Supervisor / Manager.**

June 2020- Current

- Maintain essential IT operations, including operating systems, security tools, applications, email systems, laptops, desktops, software, and hardware
- Manage user accounts, credentials, permissions, access rights, storage allocations, and active directory administration.
- Nurture dependable IT infrastructure and networking that's always up and running
- Quickly resolve any system failures and troubleshoots issues.
- Provisioned organization mailboxes/calendars and distribution lists, adds/modified/delete A365 entitlements for Army 365 user accounts.
- Responsible for the training, mentoring and welfare of 18 personnel within my department

**Content Management Supervisor**

Feb 2017- May 2020

- Create, manage, and troubleshoot computer user accounts
- Facilitate section weekly meetings
- Performed, troubleshoot, and supervise over 460 Video Teleconference
- Manage and supervise the management of organization's Active Directory (AD) container
- Processed over 6300 trouble tickets and provide excellent customer service with my organization's footprint.
- Provisioned and manage over 56 Virtual Private Network (VPN) accounts
- Serves as one of my organization's Equal Opportunity Leaders (EOL).

**Telephone Control Officer (TCO) / Help Desk Supervisor**  
2017

Feb 2016 – Feb

- Serve as Tier 2 Level system support technician providing touch labor, problem solving, asset management, and various other Command, Control, Communications, Computers and Information Management (C4IM)
- Oversee the requests of wireless devices i.e., cellular phones,
- Responsible for the issuing and accountability of all command cell phones and MiFi devices. This responsibility includes determining the priority of new cell phone requests IAW the command guidelines on cell phone authorizations as well as annual verifications of the continued requirement(s).
- Utilize Apple Business Manager (ABM) to enroll, manage and troubleshoot all cell phones within my organization.
- As a purebred Agent, I request PINs, create, manage, troubleshoot my organization's cell phone user.
- Research, order, provision, troubleshoot my organization's Defense Mobility Classified Capability Secret (DMCC-S) cell phone and tablets which also provide secret email capabilities.
- Provide state of the earth customer support for all users.
  
- **Operations Sergeant (EIGHT ARMY, KOREA)** Feb 2012 – Feb 2016
- Serves as the Current Operations Sergeant for the Eight Army G33 Directorate and Chief of Current Operations (CHOPS)
- Operation and intelligence Update brief
- Serious Incident Reports (SIRs), (processed over 4700 timely incident reports)
- Provide timely and accurate situational awareness for the 8<sup>th</sup> Army Commanding General
- Responsible of Korean Theater of Operations (KTO) Fleet and Fuel Reports.
- Established video connectivity between 8A and its Major Support Commands (MSC) during six crisis response events, enabled global mission command.
- Maintain 100% accountability of classified information in a 24-hour open storage facility.
- Utilized knowledge and expertise to disseminate sensitive information and monitor Joint exercises.
- Displayed resilience while conducting 12-hour operations in a demanding environment at the three-star echelon.