
[REDACTED]

[REDACTED] [REDACTED] [REDACTED]

Information Technology / Systems Management / Network Administration

Objective: Seeking position in the Information Technology field which both focuses on industry standard levels of support while encompassing a broader spectrum of reliable communications technology.

Overview: 5 years of advanced multiple network management and leadership experience with a record for successful mission accomplishment in both field and office environments. Team player, awarded for both initiative and systematic approaches to network operations. Excels at strategically solving non-linear complications while utilizing strong communications skills with both supervisors and the end user. Notable accomplishments:

- Streamlined network usage to meet the demands of 400-plus end users per network under the constraints of physical and logical network restrictions.
- Provided and administrated multiple domain services and forms of connectivity throughout an area of responsibility spanning a distance of 320 square miles to ensure the expedient and reliable communications of both static and mobile users.
- Maintained industry-level information assurance and security standards of classified, government-encrypted networks, ensuring full network integrity protected from outside sources.

Professional Experience:

[REDACTED] 2006-Present Chicago, IL

Information Technology Support Coordinator – Primary point of contact for all technology related support at a law firm located in downtown Chicago. Responsible for both systems and user support which included 8 onsite servers, PBX management, Audio Visual presentations, 30 local and remote users, and general Blackberry/Windows Mobile troubleshooting. Daily tasks included vendor related communication for all computer supplies and maintenance as well as local assistance for day-to-day troubleshooting in a Windows environment with MS Office applications, Document Management, Citrix, and overall desktop support.

United States Marine Corps, 2002-2006 Camp Pendleton, CA

Data Chief, Sergeant – Graduated top of Tactical Data Network Specialist Course at Marine Corps Communications and Electronic Systems School, Twentynine Palms, CA. Honorably discharged after completing a four year contract (Oct 2006) which included 2 decorated combat tours in Iraq, fulfilling duties as Battalion Data Chief, Unit Webmaster, and primary Network Administrator. Earned responsibilities beyond pay grade through consistent acts of initiative, resourcefulness, and professionalism.

Management: Supervised a 24-hour helpdesk encompassing multiple sites, each with varied information system needs which included several proprietary military encrypted systems, such as CONDOR, EPLRS, BFT, UOC, DRAGONEYE, MUX, INMARSAT, various Multiplexers, and VHF radio assets. Oversaw a 7 person data shop which directly supported various combat and training related operations both in country and abroad.

IT Experience: 4 years proficient experience with the following: TCP/IP, Microsoft Server NT 4.0/2000/2003, MS Exchange 5.5/2003, Active Directory, Symantec Anti-virus Server/Client 9.0, DNS, DHCP, HTML, IIS, VTC, VLAN, Multi-Cast, Cisco router and switch IOS, Microsoft NT/2000/XP Operating Systems, MS Office 2000/2003, Veritas Backup. Adept proficiency regarding dynamic CAT-5/Fiber Optic cabling and troubleshooting techniques. Desktop and laptop hardware/software troubleshooting.

Education: **Non-Commissioned Officers Course, 2005** Camp Pendleton, CA
Course focused upon leadership principles, professionalism, public speaking and military tactics.

Marine Corps Communications and Electronic Systems School, 2003 Twentynine Palms, CA
Several courses revolving around industry-standard applications and hardware as they pertain to network creation and management. Heavy focus on all levels of troubleshooting as well as several military proprietary communication systems.

University of Arizona, 2000-2001 Tucson, AZ
Pursued a bachelor of science in Biology; earned 48 credit hours before withdrawing early to join the United States Marine Corps.

Carmel Catholic High School, 1996-2000 Mundelein, IL

Security Clearance: Active Secret