Résumé

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Objective:

A position where I can leverage my expertise in implementing technical and security solutions to provide effective outcomes.

Summary:
As an experienced IT systems analyst, I possess a diverse range of skills in various digital technologies. I have a proven track record of troubleshooting and maintaining applications, computer and network equipment. I am proficient in enterprise software applications such as Wordpress CMS environments, Windows, Mac OS X, Linux/Unix based networking services, MS office desktop email applications, website hosting, virtualization, and backup systems. My key responsibilities have included the implementation of technical solutions to manage, publish and secure information, as well as ongoing system administration for efficient business operation.

Experience:
Hampton University – Center for Information Technology
Systems Analyst / Web Developer
May 2015 – Present   Hampton University   Newport News, Va.
- Established, configured, and maintained Wordpress Content Management System
- Designed and constructed online websites for review and publication
- Maintained frontend and backend publishing systems for online development.
- Coordinated with multiple university departments to assist in promotion and needs evaluation
- Configured firewall and threat detection analysis and monitoring
- Implemented online disaster recovery, backup and restoration capabilities
- Setup and maintained software imaging and distribution systems.
- Maintained multiple vector malware protection for monitoring network threats.
- Supervised setup and implementation of campus-wide delivery of software and services.
- Acted as technical lead during infrastructure upgrades, and scheduled campus events.

Huntington Ingalls – HII Technical Solutions Division
Systems Administrator / Cybersecurity Analyst
Jan 2019 – Sep 2022   Huntington Ingalls, Newport News, Va.
- Monitoring and detection of network and internal cyber attacks.
- Implementation of processes and procedures for mitigation of threats
- Analysis and remediation of vulnerabilities and potential data insecurities
- Ongoing review, summation, and reporting of managed solution efforts

VR-Technical Solutions – Business Owner / Consultant
Systems Analyst / Consultant
Feb 2010 – May 2015   VR-TechSolutions.com   Newport News, Va.
- Provided service, technical assistance, advice and training in software configuration.
- Setup professional websites and social media portals for to promote business presence
- Installed remote security surveillance monitoring and recording systems.
- Established video-conferencing and VOIP telephony solutions for business clients.

Symantec Corporation – Global Technical Support Division
Principal Technical Support Engineer
Feb 2001 – Feb 2010   Symantec Corporation   Newport News, Va.
- Oversight of support team working with development of Mail security products for MS Exchange
- Served as technical lead representing Symantec support in customer escalation meetings.
- Served as primary technical reference for addressing customer questions regarding product configuration and functionality for Microsoft Exchange and Lotus AV scanning solutions.
- Provided training and assistance to worldwide and regional support teams on product releases and current and projected features.
- Worked with development, QA, and external testing teams to refine product functionality.

Tribune Corporation – Daily Press Newspaper

Senior Systems Analyst / Team Leader
Feb 2000 – Nov 2000   Daily Press / Tribune Corp.   Newport News, Va.
• My responsibilities included the mentoring and development of five technical staff employees and providing support for critical systems. As senior lead, I was responsible for overseeing financial and scheduling details for large technical projects and providing assistance to team members in a project management role.
• Contributed to the development of team-structured workgroup of technical staff and coordinated the creation of a cross-training program and goal's based evaluation system.

Systems Analyst / Network Analyst
Feb 1999 – Nov 2000   Daily Press / Tribune Corp.   Newport News, Va.
• Responsible for the design, configuration and maintenance of a large heterogeneous physical network and its LAN and WAN components.
• Configured routers, switches and peripheral equipment as required to establish and manage Class B network utilizing VLANS, multiple routing protocols and network management and monitoring tools. Maintained all network hardware and software components. Directed vendors and contractors on infrastructure implementation.

Technology Systems Analyst
May 1996 – Dec 1998   Daily Press / Tribune Corp.   Newport News, Va.
• Planned, developed and installed the company intranet, MS Exchange Mail Servers.
• Performed installation and administration of DHCP, DNS, WINS networking services, electronic ad transfer systems, and computer pagination systems.
• Established Intranet web-server as a means of documentation and change management and reporting

Education:

2017 – 2020 Hampton University   Hampton, Va.
B.S. - Systems Organization and Business Management
Summa Cum Laude - Class of 2020

2015 – 2017 Hampton University   Hampton, Va.
A.S. - Business Management
Graduation with Honors - Class of 2017

2002 – 2010 Symantec Education   North America
SCSE (Symantec Certified Systems Engineer) Anti-Virus and Content Filtering STA (Symantec Technology Architect) in Anti-Virus and Content Filtering SPS (Symantec Product Specialist), Norton Anti-Virus, Symantec Ghost, Web Security, Symantec Gateway Firewall.

2005 – 2006 Thomas Nelson College   Newport News, Va.
Unix Administration – C++ Programming

1999 – 2000 Entre information Services   Newport News, Va.
Microsoft Windows MCSE Certification.

1984 – 1988 Pima Community College   Tucson, Az.
Computer Science curriculum.

1982 – 1984 University of New Mexico   Albuquerque, NM
Undergraduate coursework in engineering discipline.

References:

Lutfy Derkaoua, Symantec Sr Quality Assurance Manager, Symantec Corporation,

Robbie Harper, Sr Network Administrator, Hampton University

Additional references gladly provided upon request