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| Serena  Sanders | serena.sanders22@gmail.com  360-710-6018  Norfolk, VA 23509 |

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| Summary | Intelligent IT Manager with a 7-year record of leadership experience in areas such as infrastructure development and management, application support and security optimization. Focused on satisfying customer needs through robust, innovative, and forward-thinking solutions. Demonstrated success as an operational leader, articulate communicator, and practiced influencer able to collaborate across functions to outline and achieve project targets. Skilled in building solid business solutions based on a range of methodologies and engineering principles. Complex problem-solver skilled in developing proposals, integrating technologies, and managing projects. Goal-oriented IT professional with significant success in planning, analyzing, and implementing of security plans and initiatives. Excel in developing comprehensive, secure network designs and systems. |

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| Skills | |  |  | | --- | --- | | * Risk mitigation planning * Team collaboration * Documentation management * Quality assurance * Teambuilding * Data management * Reliable and trustworthy * Team management * Resource allocation * Protecting networks | * Reporting and documentation * Telecommunications systems * Encryption * Training & Development * Computer systems installation * Performance improvements * Network security management * System upgrades * Network repairs and maintenance * Interpersonal and written communication | |

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| Experience | IT Manager | 12/2018 to Current  United States Navy - Norfolk, VA   * Kept project teams on-task with proactive control of budgets, schedules, and scopes. * Updated project plans based on changing objectives, specifications, and staff availability. * Produced status reports for customers and senior management. * Maintained close connection with project personnel to quickly identify and resolve problems. * Completed thorough risk assessments and deployed management and response strategies to prevent roadblocks. * Supervised and trained 23 computer operator trainees, ensuring full staffing with trained and knowledgeable employees. * Performed daily system maintenance by handling security verifications of all systems and processes. * Delivered consistent and quality mentoring, training, and onboarding for teams of contractors and staff members. * Achieved client vision and objectives through effective strategy development and execution in coordination with management teams. * Streamlined established processes by implementing client and employee feedback.   Cybersecurity Specialist | 04/2017 to 12/2018  United States Navy - Norfolk, VA   * Analyzed system risk to identify and implement appropriate security countermeasures. * Audited networks and security systems to identify vulnerabilities. * Built firewalls and encrypted data to secure confidential information. * Designed and implemented plans to secure computer files against breach, destruction, or accidental modification. * Designed, implemented, and maintained security systems and controls. * Analyzed security procedure violations and developed plans to prevent recurrence. * Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.   IT Administrator | 09/2013 to 04/2017  United States Navy - Bremerton, WA   * Designed service call policies, specifying proficiencies for employees and escalation points when support ticket resolution required supervisor expertise. * Directed installation, maintenance and reporting for servers and systems, triaging service calls and prioritizing tickets based on related technical factors. * Created centralized configuration management plans for multi-site businesses, prioritizing standardized system frameworks to ease future support deployments. * Updated hardware and software upon availability and supervised network to eliminate bottlenecks immediately. * Determined and alleviated hardware, software and network issues. * Handled network configurations after hours and on weekends to alleviate downtime and maintain smooth operations. * Created manuals and other documentation for use in new employee training classes. * Monitored system upgrades, which included patches, service packs, hot fixes and new configurations. * Specialized in Industrial or SCADA systems. |

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| EDUCATION AND TRAINING | **Vincennes University – Vincennes, IN**  **Associate of Science**  General Studies, **12/2018**  **Columbia Southern University – Orange Beach, AL**  **Bachelor of Science**  Psychology, **05/2020**  **Walden University – Minneapolis, MN**  **Master of Science**  Applied Psychology, **Expected in 07/2021**  **CompTIA A+ Certified**  **CompTIA Security+ Certified**  **VMware Certified Associate – Data Center Virtualization Certified**  **ISC2 CISSP Certification Exam Scheduled for 16-Feb-2021**  **IAT Level II**  **Active TS/SCI Clearance** |