Work Experience

**Jan 2021 - Sept 2022 | Leidos | Vulnerability Management**

* Ensured Taskord compliance; remediated specific vulnerabilities to ensure a 95% compliance rating
* Maintained an ACAS rating of under 2.5 across core networks to keep with government SLAs
* Managed and remediated vulnerabilities across 60k+ workstations enterprise wide
* Developed PowerShell scripts incorporating SCCM elements to further assist applying patches

**Nov 2016 - May 2020 | IC-CAP | Vulnerability Management Team Lead**

* Enterprise Operations Patching Team Lead; support and maintain 9 networks enterprise wide
* Achieved an ACAS score of 0.0063 on NIPR; lowest score ever recorded in a DIA agency
* Developed PowerShell scripts assisting in automating remediation of system vulnerabilities
* Actively log 2000+ service requests on a monthly basis in Siebel
* Provide vulnerability reports to government leadership including the director of DIA

**Sep 2015 - Nov 2016 | BAE Systems | Vulnerability Management**

* Utilized SCCM 2012 to deploy and manage security patches and software distribution
* Managed and remediated vulnerabilities across 50k+ workstations enterprise wide
* Actively logged 500+ service requests on a monthly basis in Siebel
* Discovered and resolved a group policy issue preventing every workstation from being patched
* Created vulnerability management procedures that are still utilized to this day for patching

**Jul 2011 - Feb 2013 | BAE Systems | System Administrator**

* Routinely monitored ticket queues in Siebel; ensured resolutions met customer satisfaction
* Performed hands-on support at the desktop level supporting 2,000+ users and 500+ workstations
* Facilitated account creation process for all DIA personnel in Afghanistan AOR
* Upgraded and replaced workstations to Windows 7 across the whole Afghanistan AOR
* Assembled Cat-5 and Fiber Optic cabling; navigated lines from servers to workstations

**Nov 2005 - Jul 2011 | United States Air Force | Client Support Administrator**

* NCOIC of Helpdesk Operations; supported and maintained 3 networks
* Lead Windows 7 deployment upgrading and installing 700+ workstations
* Managed team standing up new squadron location - built and configured 1000+ workstations
* Developed and maintained Active Directory Group Policy Objects, accounts, and security groups

Education & Training

**CompTIA Security+ Certified CE (DX0M3N8E2PE4Y3RZ) | EXP 10/19/2024**

Areas of Expertise

* System Center Configuration Manager (SCCM)
* Windows XP, 7, & 10
* Windows Server 2008 & 2012
* Siebel (Support Web) & Service Central
* PowerShell ISE