**Marshall Quen**

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**PROFESSIONAL SUMMARY**

Accomplished, results-oriented, and committed US Navy Veteran professional with an **active Top Secret Security Clearance**, highly knowledgeable in physical and personnel security. Over 15 years’ experience in security management, working with a myriad of technologies. Information Technology experience includes extensive training in identifying security and privacy threats while addressing business vulnerabilities.

* Troubleshooting
* Active Directory
* Emergency Management
* Training Management
* Microsoft Windows,
* Wired and Wireless Connectivity
* Microsoft Office 365
* Record Management
* Secured Space Access Control
* Multiple Antivirus Software
* Risk Management

**EMPLOYMENT HISTORY**

**ACI Learning – San Antonio, TX** May 2021 – Present

*Computer User Support Specialist – Training Internship*

* Installed and supported Windows OS including command line & client support while troubleshooting devices and resolving network issues.
* Ensured physical security & common attacks while securing the wired and wireless local network.
* Detected various types of compromises and understand penetration testing and vulnerability scanning concepts.

**US Navy – Various Locations** Apr 1995 – Apr 2021

*Security Operations Manager*

* Developed and maintained training exercises involving DOD components to ensure security practices effective.
* Identified potential problems and opportunities, perceived the impact and the implications of decisions on other components of the organization.
* Led over 100 personnel during national security operations, provided guidance and motivated them to excel in tense environment.
* Tracked movements, coordinated use, and increased the functionality of government assets for sailors, facilitating training, combat, and logistics operations to flow seamlessly.
* Implemented logistics support plan to manage advanced shipment of explosive goods to area of responsibility.
* Supported Special Projects and Other Tasks-Direct and provided compliance assistance during special projects and other tasks, as assigned.
* Facilitated numerous support requests from departments and agencies with mission requirements.
* Supervised, scheduled, and dispatched workers and equipment to locations according to customer service requests, specifications, or needs using radios, telephones, or computer communication.
* Managed maintained and updated databases ensuring information assurance compliance for 49 personnel including multiple security assessments and inspections of in place information assurance security measures were adequate and made recommendations when vulnerabilities were found.

**EDUCATION / CERTIFICATIONS**

AIU – Schaumburg, IL **Bachelor’s in Criminal Justice** Mar 2016

Specialty in Homeland Security / Crisis Management

ACI Learning – San Antonio, TX **ITIL 4 Foundation** Jun 2021