**PROFILE**

* Current/Active Top Secret/SCI Security Clearance
* Excellent interpersonal and outstanding customer service skills
* Strong analytical, quantitative and technical problem solving skills
* Expert in Microsoft Office and navigation in Windows and Apple operating systems
* Strong knowledge in troubleshooting issues with Windows and Apple OS and mobile OS
* Conversational in Spanish

**EDUCATION**

* University of Massachusetts: Lowell, MA Graduating May 2022

*MBA, Business Administration*

Concentrations: Information Technology and Finance

* University of Massachusetts: Lowell, MA Graduated May 2018

*B.S., Business Administration*

Concentrations: Management Information Systems (MIS/IT) and Finance

Courses Completed: Cyber Security, Management Analytics, International Finance

**WORK EXPERIENCE**

**Information Systems Security Officer II (ISSO): Raytheon, Tewksbury, MA** March 2020- present

*Raytheon Technologies: Missiles and Defense*

* Analyze and coordinate Cyber Security requirements for networked and standalone systems
* Conduct audits for over 1,000 Linux systems and 100+ Windows systems
* Responsible for creating and maintaining certification and accreditation requirements
* Conduct reviews and technical inspections to identify and mitigate potential security weaknesses
* Ensures all security features applied are implemented and functional as per DAAPM regulations
* Interfaces with security and IT personnel and management
* Audit data logs and certifies systems within program are in compliance

**Financial Analyst I: Raytheon, Tewksbury, MA** October 2018-March 2020

*Raytheon Technologies: Missiles and Defense*

* Ensured that the Integrity of Raytheon's Financial records are maintained and that all transactions are properly recorded, classified, and summarized in accordance with Raytheon's policies and procedures
* Weekly and monthly monitoring of actual costs incurred against budgeted projects
* Assisted in data collection and analysis for manpower, program forecasting and appropriation request
* Performed Ad-hoc financial and variance analysis upon request

**IT Consultant Contractor: Contractor** May 2017-June 2018

*TEKSystems*

* Worked in partnership with clients, advising them how to use information technology in order to meet their business objectives or overcome problems
* Assisted in improving the structure and efficiency of IT systems in various organizations
* Installed all network hardware and software and make needed upgrades and repairs
* Analyzed and troubleshoot software and hardware issues

**Office Assistant/Treasurer/IT: UMass Lowell Student Veterans Office** May 2016 - May 2018

*University of Massachusetts Lowell*

* Assisted student veterans in obtaining their educational benefits and provide counseling services
* Trained users on the proper use of hardware and software
* Support desktop operating system Windows 7-10 using the ability to diagnose and correct problems
* Coordinate and organize special events and projects benefiting military veterans and communities
* Help transition veterans from military to student life by providing a friendly easy-going atmosphere

**Customer Service Lobby Officer** March 2014 - April 2015

*AlliedBarton/Universal Security Services*

* Assist clientele with inquiries: Building occupied by Bank of America and Cambridge Institute
* Develop positive relationships with clients, encouraging satisfaction with AlliedBarton
* Enhance skills in time management, leadership and communication

**MILITARY EXPERIENCE**

**Information Technology Communications Manager** Oct 2018 - present

*Massachusetts Army National Guard, Methuen, MA*

* Manage IT Communications for the 101 Engineering’s Battalion
* Devise plan of actions for optimal and effective military communication techniques
* Responsible for planning, coordinating and directive activities related to military communications
* Coach, counsels and disciplines team and enforce OPSEC standards

**Cyber Security Information Technology Specialist (25B)** Sept 2017 – Oct 2018

*Massachusetts Army National Guard, Cape Cod, MA*

* Tests, implements and deploys infrastructure hardware and software.
* Responds to crisis or urgent situations within the network to mitigate immediate and potential cyber threats on both NIPR and SIPR nets.
* Uses defensive measures and information collected from a variety of sources to identify, analyze, and report events that occur or might occur within the network in order to protect information, information systems, and networks from threats.
* Provides detailed analysis reports as necessary.
* Uses mitigation, preparedness, and response and recovery approaches as needed.
* Conducts assessments of threats and vulnerabilities for RMF compliance

**Current Operations Communications Assistant Manager: 25U** Jan 2016 - Aug 2016 *Massachusetts Army National Guard, Melrose, MA*

* Train 100+ military personnel in technical problem solving, desktop support
* Maintain and operate satellites, radios, and computers with classified information
* Authorize the use of military communication equipment valued at $3.5 million
* Analyze capabilities of various military communication equipment
* Report analysis to commanders in a tactical operations command post

**Signal Support Systems Specialist: 25U** Nov 2011- Dec 2015

*Massachusetts Army National Guard, Melrose, MA*

* Supervises, installs, operates, and maintains strategic microwave communications systems, and associated antennas, multiplexing, and communication security equipment.
* Perform engineering quality control and continuity testing of circuits, trunks, links, systems, and facilities
* Maintains accountability of all communications equipment including sensitive items such as BFT’s, SINCGARS, cryptographic encryption devices and GPS devices.
* Setup and deployed individual and vehicular communications equipment for unit operations
* Train enlisted soldiers in communication equipment operations and repair
* Assist unit in troubleshooting software and hardware issues with computer systems

**CERTIFICATIONS AND MEMBERSHIPS**

* CEH (Certified Ethical Hacker)
* CNDA (Certified Network Defense Architect) (Interim)
* Army 25B IT Certification Completion
* Army 25U Signal Support Systems Specialist Completion

**SOFTWARE EXPERIENCE**

* Splunk
* Wireshark
* Elastic Search, Logstash, Kibana/ELK Stack
* VM Workstation
* Windows (XP-10) (Server 2016)
* Windows Powershell
* Linux (Kali\RHEL 5-7)
* Active Directory
* Adobe Photoshop
* Ivanti
* Adobe Dreamweaver and coding (HTML, JAVA)
* Microsoft Office Products
* Adobe Acrobat
* Cisco Routers and Switches
* Cisco Packet Tracer
* Router Installation to Support Network Operations
* Modify NT File Systems
* Perform Hard Drive Imaging
* IDRAC and RAID Controllers
* Bash scripting
* Other various IDS and SIEM Tools
* PuTTY

**AWARDS**

* Army Commendation Medal (ARCOM)
* Army Reserve Component Overseas Ribbon
* Air Assault Ribbon
* Dean's List (UMass Lowell)

**CERTIFICATIONS AND ORGANIZATIONS**

* Notary Public issued by Commonwealth of Massachusetts
* Certified Ethical Hacker Certification
* East Coast Divers
* MASSPIRG Campaign Coordinator and Public Speaker SPRING 2015
* UML Spanish Club member 2016-2017
* UML Manning School of Business Orientation Leader Spring 2015
* UML Finance Society 2017-present

**Professional Reference List**

Janine Wert

Director of Veterans Services

UMass Lowell

University Crossing

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