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

|  |  |
| --- | --- |
| 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. Experienced Manager for IT Systems while working in military environments. Skilled in Network and System Administration, Enterprise Network Security, Information Assurance, and Threat and Vulnerability Management. Directly supervised 15 Sailors while maintaining voice and data communications for units in the LANT AOR utilizing NMT, VLF, LF, and EHF transmitters and receivers, encryption devices (KIV-7M, KG-84A, KG-175/D/GM, PYQ-20, PYQ-10), and administrator for PHEL and Windows Servers. While onboard USS Nimitz, managed network on Cisco, Alcatel, and HP devices, administrator for RHEL and Windows servers, desktop and peripheral provisioning and troubleshooting, and MCS engineering system maintenance and administration.  **CompTIA A+ Certified**  **CompTIA Security+ Certified**  **VMware Certified Associate – Data Center Virtualization (VCA-DCV) Certified**  **Internetworking Technician Journeyman**  **ISC2 CISSP Certification Exam Scheduled for 16-Feb-2021**  **IAT Level II**  **Active TS/SCI Clearance** |
|  |  |

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

|  |  |
| --- | --- |
| Experience | mANAGER – IT Systems | 12/2018 to Current  United States Navy - Norfolk, VA   * As Leading Petty Officer, responsible for ensuring all administrative requirements are met for 15 employees. * Kept project teams on-task with proactive control of schedules and scopes. Updated project plans based on changing objectives, specifications, and staff availability. Produced status reports for senior management. * Supervised and trained 15 computer operators, ensuring full staffing with trained and knowledgeable employees. Delivered consistent and quality mentoring, training, and onboarding for teams of staff members. * Achieved supervisor vision and objectives through effective strategy development and execution in coordination with management teams. * Streamlined established processes by implementing supervisor and employee feedback.   Communications Watch Supervisor | 04/2016 to 12/2018  United States Navy - Norfolk, VA   * Qualified as Communications Watch Supervisor (CWS). Responsible for directly supervising 12 Sailors in all operational requirements that involve, maintaining voice and data circuits, and managing communications for units at sea in the LANT AOR. * Created 4 standard operating procedures (SOPs) and 2 diagrams to assist all watchstanders in technical knowledge. * Managed and maintained Virtual machines on hypervisor type 2 machines, Edge routers, border routers, backbone router, servers running multiple iterations of Windows and Linux variants, and tactical circuits. Conducted HF, UHF, SHF, VLF, and EHF operations. * Responsible for repairing a vital classified circuit that allows EHF broadcasting, TTY, and voice communications for units operating on national tasking. Assisted in repairing the SCOT server hosted on the TS enclave that allows broadcast relay sites to pull Over the Air Monitoring (OTAM) to provide verification of working circuits. * Primary Trusted Agent (TA) for JWICS network for entire command. Approved 67 accounts and issued 126 user PKIs.   Information Systems Watch Officer | 09/2013 to 04/2016  United States Navy - Bremerton, WA   * While onboard USS Nimitz, managed 21 Sailors in the efforts to maintain, secure and troubleshoot NIPR, SIPR, and SECREL networks. Recognized fleet-wide by Rear Admiral Bill Byrne as a contributing member to the resolution of the catastrophic network crashes prior to deployment. These contributions allowed for the USS NIMITZ to deploy on time. * Workcenter Supervisor for CS35 workcenter. Lead a team of 10 Sailors to oversee 467+ man-hours maintaining, installing, troubleshooting, patching, and ensuring policy and procedures compliance on the Machinery Control Systems (MCS) engineering network. * Created a detailed network security training plan that included 23 one-hour training topics over a 6-month period. The training led to the qualification of 12 Help Desk Technicians, 8 Help Desk Supervisors, 4 Domain Administrators, and 3 Network Administrators resulting in a more diversified, highly qualified workforce. * One of 2 lead representatives and technicians for the Command, Control, Communications, Computers, and Intelligence (C4I) Inspection of 2016. Overall in charge of installing, maintaining, security, and verifying operations of all systems owned by ADP. * Lead representative assigned to the August 2016 Afloat Training Group. Responsible for training technicians to improve network security knowledge. Led numerous casualty response drills, which enabled ADP to pass the network portion of ATG flawlessly. * Specialized in Industrial/SCADA systems (i.e., MCS). Handled network configurations after hours and on weekends to alleviate downtime and maintain smooth operations. |

|  |  |
| --- | --- |
| 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**  Digital Psychology, **Expected in 08/2021** |