Erode Jean

Ruskin, FL

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Active TS

Citizenship: United States

**PROFESSIONAL SUMMARY**

Experienced senior-level IT professional and Army Reserve Officer with computing forensics, security management, cyber prevention, and training background and knowledge in NIST 800-53 and 802.1X. Skilled in preventing cyber risk, preparation, and testing for awareness. Ambitious about the Internet of Things (IoT) with the focus in the cybersecurity space to learn and develop. Capable of updating, implementing, and enhancing infrastructure solutions Microsoft platforms (Azure). To able to assist with scans and audits for security and vulnerability, test emerging technology relevant to the cloud, and prove concepts. Capable of working long hours to achieve goals and objectives under challenging circumstances.

**EDUCATION|CERTICATIONS**

Bachelor of Science in Criminal Justice | Florida A&M University | Tallahassee, FL

Minor in Military Science Florida A&M University| Tallahassee, FL

Divergence Academy| Cyber Security| Boot Camp Addison, Texas

CEH|Microsoft Azure 900|Microsoft Azure 104| Microsoft Azure 500 |CompTIA Security+.

**Professional Experience**

**11/2020 – Present**

**SCIENCE APPLICATIONS INTERNATIONAL CORPORATIONS (SAIC)**

**Tampa, FL**

**Commercial Solutions for Classified (CSFC) Administrator:**

Provide product related services and support the customers’ architecture and engineering teams in deployment, configurations, and validations.

* Administered VMware virtual machines, hypervisors, and clusters with support from virtualization engineers.
* Administered Active Directory and Group Policy for three autonomous networks in a 3000+ user environment.
* Managed, led and supported Windows XP, 7, Server 2008, VMware and Active Directory domain network in multi-locations.
* Performed daily duties including answering internal support calls, Data Center walkthroughs, system health checks and event notification.
* Deploy new equipment and install applications, which enable the customer to perform their job function on updated equipment which leads to higher work output.
* Manage and track well-over 3000 end-users and locations of over 4500 Dell laptops.
* Provide technical expertise to management and other operational departments to collaborate and design approved infrastructure.
* Maintained Windows PKI smart card services and Intermediate Certificate Authority servers to ensure secure login availability.

**04/2020 – 02/2021**

**SCIENCE APPLICATIONS INTERNATIONAL CORPORATIONS (SAIC)**

**Tampa, FL**

**Enterprise Desktop Support Technician**

Served as a SecureView/Enterprise Desktop Support Technician provides day-to-day operations for USCENTCOM. Provide 24/7 computer technical support, analyze, troubleshoot, and restore computer and information systems to an operational status. Possess in-depth knowledge in personal computers, thin/zero clients, thick clients, laptops, and peripherals. Ensure data, voice, video, and communication requirements are correctly provisioned and operational to support assured communication between warfighters and Senior Defense Officials, Commander of USCENTCOM, and U.S. Ambassadors.

* Installs, configures, and troubleshoots, provides customer assistance in response to internal and external customer requirements.
* Research, evaluates and provides feedback on problematic trends and patterns in customer support requirements.
* Maintains customer hardware and software. Provides technical advice and assistance to customers.
* systems engineering, and asset management to restore service and/or identify core problems.
* Provides on-site technical support by performing installation, repair, and preventative maintenance of workstations and related software/hardware.
* Meet with customers and technical personnel to define user requirements and determine the most efficient means of accomplishing objectives and resolving technical issues.
* Troubleshoots software and hardware failures and applies domain-specific knowledge to return equipment to operational status within agreed upon Service Level Agreement parameters.
* Conduct evaluations of telecommunications systems, projects, or programs to determine future expenditures.
* Resolve difficult technical issues associated with the installation or change in equipment and systems configuration.
* Interacts daily with supervisor, peer groups, and customers in order to manage workflow in a timely and professional manner.
* Responsible for removal and proper disposal of old equipment and data deemed Classified.
* Responsible for documenting (Remedy ticket system), upgrading, and replacing hardware and software systems.
* Serve as a technical authority for the respective network management, service provisioning, basic transmission, satellite transmission communications, applications, information assurance.
* Supports and maintains user account information, including administration rights, security, and system groups.
* Responsible for implementing fixes and patches through various means such as registry edits, patch installation, Active Directory Security Policy configuration, and various application testing.
* Install, troubleshoot, repair, operate, and maintain computers, workstations, laptops, thin clients, thick clients, printers, and scanners.

**UNITED STATES ARMY RESERVE**

**Various Locations**

**Military Police Officer**

Chief Executive Officer of the 810th Military Police Company. Responsible for 300 highly motivated soldiers' care and welfare and military professionals' expertise. Delegate the Army's assets' training and whereabouts, encourage, advise, and manage them, ensuring discipline, assurance, and team building in all aspects of military regulations and doctrines.

* Charge with the sole responsibility of health, welfare, morale, safety, training, discipline, professional development, and administrative requirement of 300 Soldiers and management of their families’ well-being.
* Developed doctrine, plan, and maintain equipment for future Military Police missions, and served as Military advisor to Army Reserve and Army National Guard organizations.
* Supervised and performed numerous project management duties such as Passage of line, Detention Operations, Police Operations, Gap Crossing, and Breaching Operations.
* Ability to recognize and analyze complex issues associated with command or organizational policy development, conduct research, summarize the results, and make appropriate recommendations.
* Ability to effectively communicate both, orally and in writing and maintain effective working relationships.
* Ability to use various communication media to establish, implement, and maintain a proactive knowledge management, and/or collaborative lessons learned program.

**12/2018 - 03/2020**

**JACKSONVILLE SHERIFF’S OFFICE**

**Jacksonville, FL**

**Police Officer**

Provided IT and technical support to police squad Computer Aid Dispatch (CAD) system. Duties and scope of work consisted of but were not limited to ensuring connectivity to WIFI device. Ensured password reset every 90 days, length, alphanumerical, and authenticating policies. Understanding of WAP and IEEE 802.11-ethernet technology and use. Provisioned new devices, patch installation, firmware updates, and a firewall.

* Responsible for safeguarding arrestee personal information.
* Performed data entry during booking: fingerprint scans, processing online reports through SSH tunneling application.
* I installed computing devices such as Motorola handheld and radio, Dell laptop, planner, and printer.
* Ping and tested with IPCONFIG commands to ensure connectivity.
* Monitored radio and computer chat: troubleshot issues, reboot, or replace devices as needed.
* Practiced security policies and procedures through 3 step authentications.
* Provided customer service and support to citizens.
* Skilled in a de-escalation of threats.
* Skilled in law enforcement principles and practices; knowledge of standard operating procedures, judicial procedures, civil and constitutional laws
* Completed reports in a timely manner and ensured all the facts noted in the narrative, collected evidence in a safe manner, placed all evidence in the property room as evidence, and ensured successful prosecutions.
* Performed routine traffic stops and investigated car crash incidents and completed car crash reports; issued citation(s) and driver exchange.
* Demonstrated sound judgment, decision-making skills, ability to work, and build a relationship with others; built good relationships and liaised with community groups and individuals.

**SPECIALIZED MILITARY TRAINING**

Military Police Captain Career Course Phase 1 | Fort Leonard Wood MO.

Military Police Basic Leadership Course | Fort Leonard Wood MO.

ROTC Ranger Challenge: Camp Blanding | Jacksonville, FL

leadership Development and Assessment Course |Fort Knox, KY

Leadership Training course | Fort Knox, KY

**TECHNICAL SKILLS**

Software: Microsoft Office Suites | Excel| PowerPoint| Outlook

Operating Systems: Mac | Microsoft Windows | Windows 10|Google Chrome

Language: Fluent in Haitian Creole