

JOHN DOE III

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IT NETWORK & SYSTEMS ADMINISTRATION Communications ~ Tech Control ~ Information Security

Dedicated technical professional combining 20 years of IT-related experience for U.S. Navy with solid background in daily systems operations, network performance monitoring, and technical support / troubleshooting. Track record of excellent interpersonal skills, effectively communicating technical information to all levels of staff and management. Skilled team leader; can direct multiple tasks effectively and master innovative software and tools. Thrive in high-pressure situations requiring focused decision making. Possess active Top Secret Security Clearance. Technical knowledge is as follows:

- **Platforms:** Windows NT/2000/2003/XP,VISTA, Unix, Novell
- **Hardware:** Printers, Servers, Routers, Firewalls
- **Software:** Microsoft Office Suite, Microsoft Exchange
- **Protocols/Systems/Standards:** TCP/IP, INFOSEC (Information Security)

Classified Communications • Message Traffic Monitoring • LAN Management • Business Continuity
IT Reporting • Continuous Process Improvement • Troubleshooting/Corrective Action • Root Cause Analysis
Operational Testing • Antenna Maintenance • IT Infrastructure Analysis • Software Installations

PROFESSIONAL EXPERIENCE

UNITED STATES NAVY

1988-2008

Communications LPO (2005-2008)

Managed day-to-day communications / IT network operations for mine warfare vessel, supporting 40-80 users. Monitored and maintained mission-critical servers and systems across diverse MS Exchange, Netware, Novell, Unix, and Windows environment. Led 3-15-member team to perform strategic troubleshooting and resolve user hardware/software issues.

- Conducted numerous one-on-one end-user training sessions on how to resolve profile-related problems.
- Earned reputation as subject matter expert on server backup processes, disaster recovery, and business continuity. Uploaded server information to distant end at remote site.
- Recipient of Department of Defense Top Secret Security Clearance.

Key Naval Awards/Accolades:

- Honored with Navy Achievement Medal in 2008 for facilitating communications & IT training for 9 crew members.
- Received Navy Achievement Medal in 2007 for serving as decommissioning officer for MHC Crew Excel (coastal minehunters).
- Achieved rank of E-6, Petty Officer, 1st Class, with honorable discharge in December 2008.

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PROFESSIONAL EXPERIENCE: Continued

Systems Administrator (2001-2005)

Directed 1-3 resources for systems administration team to maintain HP Openview server for Joint Staff Support Center (JSSC). Monitored performance for classified networks to support other commands across the base, reporting on all irregularities.

Communications Watch Officer (1998-2001)

Coordinated all aspects of classified / unclassified message traffic flow for NCTAMS Lant Det Guantanamo Bay base as well as for USNS Walter S. Diehl in Singapore. Provided hands-on management of 1-3 personnel to identify root cause of problems, track performance, and report security-related issues.

Communications Specialist / Network Administrator (1988-1998)

EDUCATION

Criminal Justice / Homeland Security Coursework

University, Kansas City, Missouri

PROFESSIONAL DEVELOPMENT

Information System Security Manager Training

U.S. Navy, Dam Neck, Virginia

Primary Leadership Development Program

U.S. Navy, Dam Neck, Virginia

Information Systems Administrator Training

U.S. Navy, Pensacola, Florida

SECURITY CLEARANCE

Active Top Secret Security Clearance