

Jonathan Doe

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Job Title / Competency Area

Seasoned *JOB TITLE* with over twelve years of experience serving in technical functions ranging in complexity from *AGENCY 1 POSITION* to critical roles directly supporting the *EXECUTIVE TITLE 1, EXECUTIVE TITLE 2*, and other *EXECUTIVE & DEPARTMENT* officials. Demonstrated proficiency in all aspects of communications, including computers, VOIP, VTC systems, secure telephone equipment (STE), printers, fiber routers, taclanes, etc. Strong multi-tasking abilities in fast paced environments. Consistently recognized for superior performance; skilled in leading and managing teams, building rapport and communicating with key stakeholders and many levels of organizational leadership.

Competencies include:

Network / Server Maintenance
CMS
DATAEXPERT
Troubleshooting XP, Outlook, VPN

Network Improvement / Upgrades
Various Operating Systems
Analysis
Rapport Building

Leadership / Team Building
Technical Help Desk
Web Development
Communication

Career Summary

United States Air Force, 2000 – Present

ORGANIZATION 1, Eastern United States	Title 1	2007 – 2012
ORGANIZATION 2, Eastern United States	Title 2, Manager	2005 – 2007
ORGANIZATION 3, Western United States	Title 3, Manager	2004 – 2005
	Title 4, same organization	2003 – 2004
	Title 5, same organization	2002 – 2003
	Title 6, same organization	2000 – 2002

Professional Experience

Job Title 1

Organization 1; Executive Office

Personally selected to serve in one of eight *FUNCTIONAL POSITIONS* in the *EXECUTIVE OFFICE 1*; a secure *AGENCY* facility equipped with secure, advanced communications equipment for the *EXECUTIVE* to maintain *FUNCTIONAL CONTROL* of *ASSET IN MULTIPLE LOCATIONS* during crisis situations. Responsible for communication transmissions to the *EXECUTIVE 1, EXECUTIVE 2*, and *EXECUTIVE STAFF*; setting up, maintaining, and tearing down trip offices and communication equipment *IN MULTIPLE LOCATIONS*; serving as Personal Communicator for the *EXECUTIVE 3*.

Notable accomplishments include:

- Managed over 4K hours of secure video maintaining zero downtime
- Ensured delivery of 5K secure messages worldwide anywhere/anytime
- Involved in 33 *MISSION TYPE 1* totaling 235 days, achieved 100 percent mission success rate.
- Maintenance of a \$45M secure video teleconferencing system & various distributed computer local area networks.
- Updated and documented processes and procedures realizing internal operational efficiencies of approximately 30%.
- Built VTC for *AGENCY 1 / ORGANIZATION EXECUTIVES* – providing real-time *DELIVERABLE 1* and *DELIVERABLE 2*.
- Trained 25 newly assigned *EMPLOYEE TYPE* to provide quality communications worldwide for *EXECUTIVE 1*.

Job Title 2, Manager Organization 2

Served as an *FUNCTION TYPE 1* Manager in a *ORGANIZATION TYPE* responsible for daily and emergency communications requirements in support of *EXECUTIVE TITLE 1, EXECUTIVE TITLE 2, EXECUTIVE OFFICE* senior staff, *ORGANIZATION 1*, the *ORGANIZATION 2*, and the *ORGANIZATION 3*. Responsible for safeguarding and managing over 10,000 highly sensitive critical security assets & 8K COMSEC assets valued at \$2.5M. Managed the *ORGANIZATION*'s Electronic Key Management System (EKMS) and prepared Communications Security packages for all *EXECUTIVE TITLE 1, EXECUTIVE TITLE 2, EXECUTIVE TITLE 3*, deployments. Specific accomplishments include:

- Revision and implementation of emergency action procedures in accordance with *AGENCY 1* guidelines
- Effective management classified and critical information technology infrastructure.
- Managed data migration from local records to centralized EKMS system.
- Developed a robust Communication Security website with automated workflow procedures resulting in increased mission efficiency.

Job Title 3, Manager Organization 3

Served as the *FUNCTION TYPE 1* of the *ORGANIZATION 1's Redacted* section, tasked with providing communications infrastructure in support of the *ORGANIZATION's mission redacted mission -----*
----- support. Maintained *ORGANIZATION 1's* Storage Area Networks, consisting of 23TB of mission critical data; Tested operating systems and software applications; performed system diagnostics and set alarm thresholds.

- Supervised *7 Personnel TYPE 1* on network administration team; trained team of 11 technicians.
- Isolated network faults, determined causes and recovered data due to hardware/software system malfunctions.
- Developed joint task force website to enhance support capability, outline standard operating procedures, and serve as inception point for further Workgroup Management programs.
- Led team in standardizing naming convention of approximately 1,500 CPUs; data management response to classified information incident; Instrumental in coordination and installation of new leave automation system.
- Identified and mitigated over 1000 security vulnerabilities; representing help desk savings of over 1500 man hours.
- Through multiple deployments, administered 1400 computers; supporting networks to facilitate successful accomplishment of over 20,000 combat sorties facilitating *MISSION REQUIREMENT 1* in the *AREA OF OPERATION*.

Job Title 4 Organization 3

Maintained \$15M network server infrastructure comprised of 30 Microsoft Windows servers and 10 Microsoft Exchange servers supporting over 5K users, 6K workstations, and on unclassified and classified networks. Engineered & installed communications infrastructure for civil & military buildings; led team in managing user accounts; designed, installed network infrastructure; 100% compliance ratings; key player in internal and external website development; revised, documented, and implemented improvements.

Job Title 5 Organization 3

Served as a Network Server Administrator and Webmaster responsible for maintenance of \$11M network server infrastructure comprised of 75 Microsoft Windows NT servers and 15 Microsoft Exchange servers supporting over 4800 users on the Non-Secure Internet Protocol Routed Network and the Secure Internet Protocol Routed Network. Conducted testing/validation of new software applications & operating systems; system/network troubleshooting & training, security and compliance assessments; security vulnerability patches, anti-virus definitions, maintenance and management of legacy remote access server database, and other tasks.

Job Title 6

Organization 3

Provided level 1 computer & network problem resolution to 123 Workgroup Managers, supporting over 4800 users. Responsible for hardware & software installation, troubleshooting, & repair; remedy database for task management & prioritization, and security & compliance assessments

Education & Training

- BS in Information Systems Management, 2008
The Penn State University
- Information Systems Technology Coursework
Institute of Computer Information Systems
- ORGANIZATION Leadership School
- Tandberg MXP / Technical Support Course
- AGENCY 1 Communications Security (COMSEC) Management

Awards & Recognition

▪ Award	▪ Recognition	▪ Certificate
▪ Award	▪ Recognition	▪ Certificate
▪ Award	▪ Recognition	▪ Medal
▪ Award	▪ Recognition	▪ Award

Security Clearance

** Security Clearance / Issuing Organization **