

MichaelLee

Information Technology Specialist

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A ZEALOUS TECHNOLOGY GENERALIST WITH THE NECESSARY DRIVE AND DETERMINATION NEEDED TO RESOLVE COMPLEX ISSUES WHILE PROVIDING MOTIVATION, GUIDANCE AND A UP TO DATE NETWORKING CONSULTANCY SERVICE TO BOTH COLLEAGUES AND CLIENTS.

KEY SKILLS

- Network & System Security
- Risk Management
- Vulnerability Assessments
- Authentication & Access Control
- System Monitoring
- Regulatory Compliance
- System Integration Planning
- Multitier Network Architectures
- C++ Programming
- VoIP Network Design
- Fiber Optic Repair
- Quality Assurance
- Bash, Perl, and Python Scripting

EDUCATION

B.S. Information Systems Security
DeVry University
2011

Noddal Network Engineer Course
US Army Advance Training
2011-2012

CAREER HISTORY

ImSAR LLC

Linux Network Administrator

August 2016 – Present

As a Linux Network Administrator, I regularly maintain, debug, and repair Linux, MySQL Databases, and Windows systems. I leverage the power of scripting (bash and perl) to facilitate automation of tasks (e.g. Health Checks, Security scans, Network Monitoring, Group Policies, and etc.).

- ☑ Repair and maintain radar sensors and proprietary equipment
- ☑ RAID array administration via Red Hat Enterprise Linux
- ☑ MySQL Database administration
- ☑ Troubleshooting agile hardware and software issues
- ☑ Linux and Windows group policy management
- ☑ Leverage Perl and Bash scripting to assist in Process Automation
- ☑ First Level contact for Information Security issues
- ☑ Oversee Quality Assurance tasks for equipment validation
- ☑ Use of VMWare and NetApp technologies for the virtualization of network appliances (e.g firewalls, thin clients for remote management, and etc.)

Nodal Network Administrator at United States Army

Atlanta, GA ▪ January 2008 to Present

As a member of a team, I maintain multi-tier networks using Cisco Routing and Switching as well as multiple encryption devices. As a team leader, tasks are delegated to all team members to ensure that set goals were reached successfully while placing safety first. I ensure, through packet monitoring, that there is no spillage of Classified Information into non-secured networks while providing access control to the Network and ensure that current Information Assurance policies were upheld.

- *Perform network management functions in support of maintaining, troubleshooting and re-engineering of nodal assets.*
- *Plan, install, operate and maintain network switching equipment.*
- *Plan, install, and maintain VoIP networks utilizing Cisco Routers, Switches, and a dedicated Cisco Unified Call Manager (CUCM).*
- *Implementation of ASA Firewalls and Intrusion Detection Servers (IDS) to ensure network security.*
- *Implementation and operation of Communication Security(COMSEC) equipment to allow Classified Data and VoIP access for approved clients.*
- *Worked as a team leader within an assigned group to complete all assigned task in a timely manner.*
- *Operation of Satellite Transmission equipment to enable communication with distant nodes.*
- *Use of RF, UHF and VHF equipment to establish long range communications.*
- *Installed and maintained Red Hat Linux server for legacy voice and data integration.*
- *Maintain servers, workstations, and use Active Directory.*
- *Perform de-commissioning activities for clearing, purging, and declassifying equipment.*
- *Perform and/or support site and user inspections for compliance with security policies as required.*
- *Maintained encryptions keys to allow the encryption of RF, data, and voice.*
- *Use of VMWare and NetApp for the distribution and availability of services such as CUCM, Host and Perimeter Firewalls, Intrusion Detection, and Network traffic acceleration.*

Lead, Client and Network Operations Engineer at MBLOX Inc.

Atlanta, GA ▪ September 2014 – August 2016

As a team leader in the Client and Network Operations Center (CNOOC), I am the single point of escalation for all junior engineers ensuring speedy resolution to network and/or client impacting issues.

- *Monitor work queues to ensure equitable work distribution and resource allocation.*
- *Teach and mentor junior engineers to enhance their skills and support practices.*
- *Scripting to allow for process automation.*
- *Use of IP network expertise for traffic monitoring.*
- *Utilization of Linux operating system for fault detection.*
- *Participate in the incident management and review process as requested.*
- *Employ troubleshooting techniques to define problems, collect data, establish facts, and bring issues to resolution.*
- *Collaborate with Management on quality assurance audits to identify opportunities for improvement.*
- *Teach and mentor junior engineers to enhance their skills and support practices.*
- *Creation of training materials and process documentation for essential task.*
- *Monitoring of network assets via Nagios*

Network Technician at AirWatch by VMWare

Sandy Springs, GA ▪ March 2013 - September 2014

As a Network Technician, I assisted with the installation and on-going support of Wi-Fi HotSpots across the United States and Canada. Detailed information and records were collected from various locations onto reports while providing Help Desk support to Installation technicians as well as End-Users. I used a wide array of software to aid in latency reduction and connectivity resolution.

- *Maintained and increased application specific product knowledge via training, documentation and personal research.*
- *Configured and supported wireless and VPN connectivity, network addressing, and security.*
- *Participated in infrastructure design, session management, and RADIUS authentication.*
- *Performed general troubleshooting for multiple computer and mobile platforms.*
- *Provided end-user support including login assistance and personal wireless device support.*
- *Track, monitor, and follow up on inquiries or requests to ensure client and end user satisfaction.*
- *Worked closely with the development and testing teams to ensure issues are corrected and usability problems are understood.*
- *Configuration of Wireless equipment remotely to ensure network reliability and end user access to internet resources.*
- *Provided Remote support to both End-Users as well as installation technicians located across the United States and Canada.*
- *Maintained networks via TCP/IP to enhance security and allow businesses to offer managed Wireless HotSpot services.*
- *Performed localized testing to optimize communications equipment.*

CERTIFICATIONS AND CLEARANCE

Electronics Technicians Association, International

Certified Fiber Optics Installer

License: FOI146545

CompTIA

Security+ CE

License: COMP001020267721

Axelos

ITIL Foundation

Candidate Number Available Upon Request

CIW (Certified Internet Web Professional)

Site Development Associate

Verification Link Available Upon Request

Gov't Security Clearance

NACLC OPM – Secret