

BPENN

[email](#) – phone

Professional Summary

Customer oriented and security concentrated service desk technician and IAO/ISSO with 3 years of full time experience and another 4 years of part time experience serving in the US Air Force Reserve. Adept at Microsoft XP, Vista, 7, 8, and proficient in several other desktop-level software. Highly-capable in troubleshooting, desktop administration, and proficient at working with limited supervision. Active Secret Clearance and DOD 8570.1 IAT/IAM Level 3.

Certifications

Associate of (ISC) ² - Passed CISSP

CompTIA Security+ CE

CompTIA A+ CE

Education

Community College of the Air Force

October 2014

Montgomery, AL

Associate of Applied Science – Information Systems Management

Airman Leadership School

Montgomery, AL – Online Correspondence

Air Force Technical Training

Keesler AFB, MS

Experience

Joint Strike Fighter Program – F35, Eglin AFB, FL

May 2012 - present

Service Desk Technician/ISSO

Deployed and maintained computer systems supporting 76 users on Eglin AFB and remote sites around the country. Performed local and remote administration via SMS and Remote Assistance. Used Microsoft Active Directory to provision and deprovision user accounts. Conducted audits on SAP systems and verified System Security Plans. Executed anti-virus on class systems and ensured patch compliance.

- Controlled and sustained over \$176,000 of COMSEC equipment and performed duties as a COMSEC Responsible Officer.
- Remediated over 713 tickets in 2.5 years utilizing the Remedy ticketing service.
- Accounted for 100% of all physical assets through efficient documentation and review.
- Employed vulnerability assessment, remediation, and mitigation through Shavlik Protect Agent, ensuring site compliance.
- Maintained KG-175D encryptors, including key management and implementation via Simple Key Loaders.
- Responded to and contained multiple CMLs resulting in minimized damages.
- Conducted a successful Windows XP to 7 migration on 43 users in 2 weeks, diminishing user downtime and government financial loss.

United States Air Force Reserve - Duke Field, FL

November 2011 - present

Client Systems Administrator – 3D1X1

Assisted in managing and implementing workstations throughout the 919 Special Operations Wing. Utilized Dameware to perform remote administration, consisting of patch management, software installation, etc. Communications Focal Point oriented, assisting over 100 customers per day with desktop-related issues. Supervised 1 Airman and ensured proper career development was met and tasks completed.

- Executed tasks in a high visibility position, supporting flag officers and other distinguished visitors.
- Completed all Professional Military Education requirements 2 years ahead of schedule.
- Closed over 100 tickets through Remedy that were outside of normal area of responsibilities.