

MAX

PROFILE

IT professional with 7 years Air Force experience in Project Management, Information Security, and IT Service Management. Respected leader with expertise envisioning, innovating, and managing technology-based, multi-million dollar projects in a diverse and fast-paced management environment. Translates executive management's vision into achievable projects and sustainable programs with measurable goals. Expert at building, guiding and coaching cross-functional teams to achieve sustained superior performance. Excellent communication, problem-solving and interpersonal skills.

AREAS OF EXPERTISE

Project Management Life Cycle | Information Security | Incident Management | Process Improvement | Strategic Planning | Leadership/Mentoring | Metrics Reporting | Microsoft Office Suite | Windows/Mac OS | Quality Control | Training/Development

PROFESSIONAL EXPERIENCE

Senior Manager, Training & Development **Apr 2021 – Present**
United States Air Force Joint Base Charleston, SC

- Develop, deliver, and evaluate the Training and Development program for 80+ employees while ensuring training competency.
- Provide guidance and assistance to managers and supervisors on all aspects of the training program and conducts monthly office visits and inspections.
- Generate 30 days metrics and presentation to Senior Leadership to accurately represent training progression.
- Identify training deficiencies and create corrective action plans to get employees back on track to progress in their training.
- Schedule additional training outside the organization with Headquarters to ensure employees have the necessary skills to complete daily tasks.

Senior Manager, Deployment & Readiness **Apr 2021 – Present**
United States Air Force Joint Base Charleston, SC

- Prepare, process, and update employee records for deployments/re-deployments to/from combat zones, exercises, TDY's and other locations.
- Coordinate and schedule required pre-departure training with outside organizations and supervisors.
- Maintained accountability and accuracy for virtual mobility folders for 80+ employees.
- Generate and brief 4 congressional/3 Major Command (MAJCOM) level reports monthly, impacting overall readiness and training statistics for the organization.

Senior Manager, Client Services Center **Feb 2019 – Mar 2021**
United States Air Force Dover AFB, DE

- Supervised 12 employee client service center, providing 24-hr helpdesk/cybersecurity response for 6K users in support of \$2.6B aircraft fleet.
- Managed base Authorized Service Interruptions (ASI) program, while maintaining customer relations and secure communications to all 24-hr organizations by following the communications plan.

- Performed Quality Assurance for 9K trouble incidents annually to ensure no classified data spillage and minimum required information for back shops to accomplish daily tasks.
- Directed daily maintenance and security updates on 5K network systems, supporting DOD's largest aerial port and sole CONUS port mortuary operations.
- Managed base Time Compliance Network Order (TCNO) program, eliminating 3M vulnerabilities annually.

Lead, IT Project Manager Jul 2020 – Dec 2020

United States Air Force Dover AFB, DE

- Led 2 employee team managing \$16.8M asset management program, trained and developed 352 ECs, reviewed support agreements, identified impact, established project timelines and resource requirements.
- Established 12 employee project team for \$1.7M printer project, built 180 printers while documenting step-by-step procedures on security configuration and implementation.
- Managed \$500K Navy Spiral phone contract, transferred 33 Verizon accounts from the initial DOD contract, and upgraded all iPhones to meet minimum security standards for the United States Government.
- Directed \$5M Voice over Internet Protocol (VoIP) project, established POC's for each facility and ensured assets were accounted for, tracked properly, and securely delivered to their location for technicians prior to installation.

Manager, Client Systems Operations Jan 2019 – Jul 2019

*United States Air Force
Jordan*

Muwaffaq Salti AB,

- Managed 7 employee communications team. Area of responsibilities included 4K object Active Directory, print, file, and exchange servers and STIG implementation.
- Ensured 2.1K user accounts have minimum security groups to reduce unauthorized access on \$25.5M network.
- Managed IT asset management program, trained and developed 86 ECs, tracked 3.5K devices valued at \$3.8M.
- Led AutoCAD upgrade, directed 3 employees to update license keys and patch 22 engineering systems, reduced overall attack surface and enabled the continuation of 122 projects valued at \$63.4B.

IT Service Desk Analyst Jul 2017 – Jan 2018

United States Air Force Ahmad Al-Jaber AB, Kuwait

- Coordinated with 11 work centers to secure an \$85M network providing 24 | 7 end-user support for over 2K personnel while maintaining a 99.9% reliability rate.
- Performed account setups to ensure each incoming member has sufficient permissions to access necessary files.
- Created comprehensive, step-by-step technical support guide that was made accessible to personnel for troubleshooting purposes; Audit all accounts to ensure correct permissions and remove security vulnerabilities.
- Used technical, analytical, and communication skills to identify and provide effective solutions to 40% of first-time callers with a 5-minute average fix time.

IT Help Desk Specialist Nov 2015 – Mar 2021

United States Air Force Dover AFB, DE

- Identify organization wide outages and coordinate with outside entities to ensure the proper companies are being contacted and troubleshooting steps are being documented for future use.
- Maintained 98% reliability on \$43M network; reported base wide outages to reduce network downtime.
- Conducted client processing, repair procedures & technical support to include imaging, hardware replacement, patching, and regular SIEM log review for \$16.8M of equipment.
- Ensured Air Force Windows 10 Standard Desktop Configuration compliance, security & compatibility for 5K PC's.

SECURITY CLEARANCE: SECRET

CERTIFICATIONS

Certified Information Systems Security Professional (CISSP)	(Certificate #935151)	2022
HarvardX: Exercising Leadership: Foundational Principles	(Certificate#1c0345d9bce34a89a2fe17a160948998)	2022
CompTIA CySA+ CE	(COMP001020934258)	2021
CompTIA Security Analytics Professional	(COMP001020934258)	2021
CompTIA Cloud+ CE	(COMP001020934258)	2020
CompTIA Secure Cloud Professional	(COMP001020934258)	2020
CompTIA Project+	(COMP001020934258)	2020
CompTIA Security+ CE	(COMP001020934258)	2016
CompTIA A+ CE	(COMP001020934258)	2015
