
PROVEN LEADERSHIP | IT MANAGEMENT | NETWORK ADMINISTRATION

Seasoned IT Specialist with over 15 years of experience delivering comprehensive network administration, systems management, and help desk support across multi-site and remote environments. Recognized for providing world-class service and efficient technical solutions to enterprise-level organizations, ensuring uptime, productivity, and seamless operations across hundreds of locations. Adept at managing large-scale service desk operations, resolving complex technical issues, and optimizing infrastructure performance through proactive monitoring, virtualization, and cloud integrations.

Highly skilled in configuring, maintaining, and troubleshooting Windows Server and client environments (Windows 11–XP), MacOS, and major Linux distributions including Red Hat and Debian. Experienced in deploying and managing virtualized and cloud-based systems (VMWare, VirtualBox, Docker, AWS, GCP, Azure), supporting hybrid work environments, and ensuring secure connectivity for remote users via VPN, and MDM platforms such as Intune and Jamf.

Expert in end-user and system support using platforms such as Microsoft 365, ServiceNow, and Tanium, ensuring efficient ticket resolution and SLA adherence. Proven success managing Active Directory, DNS, MFA, and networked assets, while coordinating with vendors and MSPs to maintain optimal service continuity. Strong communicator and collaborative team leader who thrives in dynamic, distributed work environments and consistently drives operational excellence, system reliability, and customer satisfaction.

- *Honored with the Award for Exceptional Technical Service Supporting a Federal Agency*
- *Reduced client ticket volume by over 60% through employee training and implementing preventative measures*
- *Brought average client satisfaction rates company-wide from the mid-70th percentile to a CSR of 97%*

CORE TECHNICAL ATTRIBUTES

Windows 11 – XP | Windows Server | MacOS | Kali | Debian | Red Hat Linux | Office 365 | Google Workspace Tools | Adobe Creative Cloud | Microsoft Teams | Slack | Zoom | Meraki | Microsoft Defender | Azure Security Center | DevOps | Azure Sentinel | Juniper | Wireshark | Metasploit | Splunk | Sophos | Okta | Autopsy | AWS | GCP | ServiceNow | VMWare | VirtualBox | Docker | MySQL | SQL | Active Directory | MFA | DNS | ConnectWise | TeamViewer | RDP | LogMeln | Kaseya | Intune | Jamf Suite | NetSuite | Crowdstrike | Workspace One

PROFESSIONAL EXPERIENCE

Hands-On MSP (VA/DC Metro) Senior IT Specialist

Fairfax, VA
2009 – Present

- First hired as an IT Specialist in 2009 with promotions to Tier II Specialist in 2011, Tier III Specialist in 2016, Senior IT Specialist in 2019, and Director of IT Operations in 2024.
- Collaborate with a talented and diverse team of 30+ IT technicians and engineers providing customer-first service and support through custom tailored and innovative solutions to intricate problems.
- Support IT operations and administration for up to 500 individual locations of allied practices and remote sites including providing incident response leadership.
- Administer network and database assets with a 99.98% uptime and a 40% reduction to query response times through optimized engineering and network configuration.
- Operate a high volume, up to 1200 daily tickets, help desk for internal and external ticketing and issue tracking, including remote sessions through chat, phone, and email with a focus on aligning support with SLAs.
- Supervise 24/7 network and security operations centers, with NOC and SOC deployments for both cloud and legacy environments with a prioritization on performance, availability, and security.
- Collaborate with numerous teams to drive control assessments and adherence to standards for HIPPA, HITECH, ISO 27001, ITGC, OAuth, NIST CSF, PCI DSS, SAML, SCIM, SOC 2, and SOX through audits and security policies.
- Deploy and update virtualization and cloud platforms, including over 2000 client VMs.

- Spearheaded aspects of cybersecurity operations, including design, assessment, testing, and logging of security measures, ensuring all relevant compliance for both local and cloud security implementations.
- Use MDM platforms for configuration, issue resolution, and feature tracking to stay on the cutting edge.
- Provide digital forensic services, investigating incidents, collecting evidence, and file recovery including the restoration of lost data from corrupted servers and computers, including damaged RAID Arrays.
- Track and maintain technical documentation and recording of all help desk actions, policies, and procedures to provide both consistent and efficient issue resolution and identify future process improvement opportunities.
- Implement data loss prevention measures and system tracking through logs as well as local and cloud backups of internal and client systems with recovery speeds up to 25% faster through automated snapshots.

FAIRFAX TOWNE OFFICE PARK

Part-time IT Technician

Fairfax, VA

2001 - 2012

- Configured IT closets, including rack and wall mounted setups, as well as in-wall wire runs.
- Tracked and maintained an extensive inventory of legacy equipment for clients going all the way back to MS-DOS.
- Handled the procurement, asset inventory, and coordination of equipment deliveries while adhering to strict budgets including non-profits with equipment aligned to in-depth evaluations of needs.

ADDITIONAL EXPERIENCE

UNITED STATES AIR FORCE | Airman First Class

EDUCATION / MEMBERSHIPS

GEORGE MASON UNIVERSITY | Master of Applied Information Technology – IT Management (Currently Enrolled)

GEORGE MASON UNIVERSITY | Bachelor of Applied Science - Cybersecurity (Currently Enrolled Accelerated Masters)

NORTHERN VIRGINIA COMMUNITY COLLEGE | Associate of Applied Science - Cybersecurity

CERTIFICATIONS | A+ | Network+ | Security+ | Cybersecurity Career Studies Certificate | CCNA | RHCE |
ITIL 4 Foundation | CISSP (Currently Enrolled) | CEH (Previously) | MCSE (Previously)

MEMBERSHIPS / AFFILIATIONS | Board of Directors – Providence Players | Board of Directors – Secretary for Virginia Historical Society | President – Annandale Co-Operative Preschool Association | Phi Theta Kappa Honor Society | Eagle Scout