**Name**

Address **|** phone number **|** [email](mailto:saidsh20@gmail.com) **|** LinkedIn

**INFORMATION TECHNOLOGY MANAGER | CYBER SECURITY PROFESSIONAL**

Technical professional and manager with consistent success planning and aligning operations throughout support platforms. Extensive experience building and administering sophisticated networks, applications and procedures. Effective problem solver skilled in balancing analytical and creative thinking to diagnose, identify and resolve complex technical hardware and software deficiencies. Passionate about progress, product education and relationship building. Strong interpersonal communication and relation skills, able to forge business relationships throughout multiple consumer backgrounds. Current DoD Secret clearance.

**KEY SKILLS:**

* Database Maintenance
* Customer Service
* Vulnerability Evaluation
* Network Security
* Cybersecurity
* Virtual Environments
* Programming (Python)
* Linux Administration
* Cryptography
* Information Assurance
* Risk Management
* Data Recovery
* Technical Writing
* Remote Administration
* Complex Troubleshooting
* **Bilingual (Spanish)**

**EDUCATION**

Bachelor of Science, **Information Technology Management** | Texas State University | 2016

Certified Information Systems Security Professional (**CISSP**) | 2019

**Information Technology Specialist Diploma (Honor Graduate) |** U.S. Army IT School

**Cybersecurity Core Program |** Secure Set Academy

**PROFESSIONAL EXPERIENCE**

**Information Systems Manager |** U.S. Army | 2018 – Present

Managed and cross-trained 50 military and civilian specialists, supervising and managing information technology, policies, procedures and guidelines for 1K+ multi-functional personnel, within 10 separate organizations; provided network, system security and communication support. Orchestrated network architecture, remedies and solutions, services, system and network security, desktop support and information assurance for 7 separate network enclaves; oversaw cyber security for 10K+ end user devices to include tactical systems, standard computers, communication devices and on the move platforms.

* Developed a $200K industry-based technical certification program, certifying 100+ technicians in A+, Network +, Security+, CISSP, CASP, Fiber Optic Installer and Certified Ethical Hacker; improved overall organizational qualification and operational efficiency by 80%.
* Planned, procured, imaged and distributed over 4K Unclassified/Secret workstations. Increased unit readiness by 15%, resolving over 500 remedy tickets and saved the unit over $800K in networking and service fees.

**Information Technology Specialist |** U.S. Army | 2016 - 2018Led and cross-coordinated technical support operations, providing remote and in-office assets to 5K+ customers; troubleshot, diagnosed, resolved and documented hardware, software and network related technical issues, while aligning client specification. Managed ongoing dissemination of unclassified and classified information. Implemented network system installations, providing regular hardware and software technical support. Developed, documented and implemented standard operating procedures for military and civilian information systems. Conducted and aligned server backups, active directory users and computers, local domains and policies, local security policies and Outlook 2010, as well as software and hardware installation. Supported daily interdepartmental cross-coordination, monitoring and reporting of the user data protection and backups.

* Identified and aligned customer support, providing troubleshooting for software systems and system hardware on areas, including IP conflicts, TCP/IP routing, satellite signal acquisition, data path transmission and related irregularities.
* Implemented email migration for 8,000+ personnel.
* Executed integration of more than 2,500 new computer systems.
* Experienced with Cisco routers and switches as well as related hardware and software systems.

**Field Quality Technician** | AT&T | 2013 - 2016

Performed customer servicing, area installations, restorations, removal and replacement for communication systems and voice network engineering. Managed communication networks, including operational maintenance, availability, capacity, planning, protocols, frequencies and spectrum analysis, while performing security service across all network functions. Coordained with clients, logging, documenting and submitting reports.

* Installed and maintained hardware, aligning appropriate cross-connects to complete the system installation.
* Performed hardware and software failure diagnosis and field service for resolution. Conducted root cause problem diagnosis and bug fixes/workarounds. Selected, configured and installed network hardware, options and software.
* Streamlined and inspected procedures for installation and maintenance of Network systems hardware and software.

**Independent Software Contractor** | 2006 - 2013

* **Linux and Windows Consultant** (2009 – 2013): Preformed a variety of services including training, driver development, root file system customization and Linux application development. Created kernel usage for installation troubleshooting, whether using a form of Linux or Windows. Preformed Windows 10 installation, conducting research and meeting client’s needs. Advised upon part selection and procurement to build computers - maintained high success rates.
* **Computer Hardware Consultant** (2007): Installed hardware and software, set up networks and computersystems, and update network security for clients. Provided training on the use new technology and systems. Troubleshot computer and network problems by phone or in person.
* **SQL Small Business Schema and Permissions Consultant**(2006): Utilized role-based security, while assigning permissions to a role, or group of users, instead of to individual users. Fixed permissions set for assignment.
* **C# Library Design and Code Consultant**(2006 - 2012): Worked with financial software applications and product development team. Supported multi-factor authentication, session management, auditing, access control and real-time threat analysis.

**Ground Radio Repairman** | U.S. Army | 2002 - 2005

Orchestrated technical operations and performed corrective and preventive maintenance. Troubleshot and repaired electronic equipment; installed software in electronic equipment and de-installation of electronic equipment for vehicles, ground stations and aerial vehicles. Repaired and maintained electrical and radio systems and associated wiring.

* Preformed fault diagnosis, removal and replacement of line replaceable units, preventative maintenance checks and services, screening, repair, overhaul, refurbishment, retrograde, installation of systems, customer support, calibration and alignment.
* Installed, operated and performed unit maintenance on multi-functional/multi-user information processing systems.
* Performed input/ output data control and bulk data storage operations and transferred data between information processing equipment and systems. Troubleshot automation equipment and systems and isolated malfunctions to specific hardware.
* Restored equipment to operation by replacement of line replaceable unit.
* Completed all scheduled and unscheduled maintenance in accordance with Technical Manuals.
* Tested systems and analyzed results to evaluate performance and determine need for adjustment and/or replacement; removed and installed subsystem assemblies and components including navigation and radio communication equipment.

**Information Systems Technician** | U.S. Army | 1998 - 2002

Provided customers with integrated communications support for complex operations; met IT needs for users through design, engineering, implementation and operation of classified / unclassified network infrastructure and associated equipment. Installed, configured and maintained wide variety of environments including network hardware / software, operating systems, servers, application packages, websites, telecom systems and peripheral devices. Developed standard operating procedures for operational requirements including storage equipment and systems; performed data backups and disaster recoveries. Monitored network performance to ensure availability and data integrity.