

Summary

Strong foundation in remote and on-site technical support and network operations.

Skills

- Windows, Mac, Linux
- MS Office 365 & Teams
- Site workstation deployment
- Active Directory, DHCP, DNS, GPO
- VMWare
- Veeam
- ScreenConnect
- Configure and manage ITSM software

Education

- Blountstown HS, FL
- Community College of the Air Force, AL

Training

- NRECA Leadership Course
- VMware
- Veeam Certified Engineer
- Dell PS Series Storage
- Red Hat System Administration
- FEMA ICS 100
- Accredited Compaq Technician

Experience

2016 – 2025

Senior System Administrator

Sam Houston Electric Cooperative

- Provided software support and hardware repair for 200 employees covering 3 locations
- Managed Active Directory, GPOs, DNS and DHCP
- Oversaw backup and disaster recovery processes
- Configured and managed iPhones and iPads utilizing Mobile Device Management
- Documented system configurations and procedures for auditing and training purposes.

2007 - 2016

IT Consultant / Owner

Gigs of Knowledge

- Maintained computer networks and provided support for small business clients
- Provided IT support for individual clients including hardware repair, software support
- Provided hands on training for Office365, mobile devices and consumer level cyber security

2010 – 2012

IT Manager

BP / Contract

- Provided Tier 3 support to IT team for the Deepwater Horizon Oil Spill Project
- Managed team which provided emergency IT service to the Florida coastal areas.

2004 - 2008

On Staff Project Manager

BP/ Contract

- Coordinated migration of servers from a BP office to a world class mega data center.
- Managed migration from Win2k to WinXP in the southern region of the US.
- Managed new acquisition integration of 400 desktop machines into the BP environment.

Awards

- Livingston Main Street Advisory board Appreciation
- AF Achievement Medal w/ 2 OLCs
- AF Good Conduct Medal w/ 2OCLs
- AF National Defense Service Medal
- AF Southwest Asia Service Medal w/ 2 Bronze stars
- AF Humanitarian Service Medal

2004 - 2004

Desktop Migration Consultant SME

United Health Group / Contract

- Evaluated infrastructure to define issues that would affect migration.
- Utilized Altiris and HP's proprietary front-end migration management tool (CADP) to migrate 22,000 desktop machines across the US remotely.
- Reviewed lifecycle processes and recommended best practices based on the ITIL framework.

2001 - 2004

Network Operations Support

Reliant Resources

- MS Windows 2000 domain administration, migration automation, application packaging and distribution.
- Tier 3 support troubleshooting hardware and software issues

2001 - 2001

Tier III Support Team Lead

Conoco / Contract

- Windows 2000 site deployment.
- Escalation/Resolution Team supporting local and remote deployments

1982 – 1991

SSGT, Weapons System Coordinator

United States Air Force

- Tracked airworthiness and maintenance status of aircraft.
- Dispatched appropriate maintenance personnel to maintain aircraft.
- Held high level security clearance while working on the F117A Stealth Fighter program.
- Participated in Desert Shield / Desert Storm from August 1990 – March 1991.