

---

**Full Name**  
**Home address**  
**Phone number**  
**Email address**  
**LinkedIn URL**

VACANCY IDENTIFICATION NUMBER:  
JOB TITLE AND GRADE:  
U.S. Citizen: Yes  
Veteran's Preference: Yes  
Federal Employee: N/A  
Highest Grade Level and Dates: N/A

---

#### AREAS OF EXPERTISE

- Leadership
- Administrative Policies
- Technical Management
- Program Management
- Training and Development
- Collaboration
- Information Technology
- Planning/Controlling Resources
- Quality Assurance/ Improvement

#### PROFESSIONAL SUMMARY

Proven leader with reliable experience in performance management, operations management, and personal and team development. Results-driven professional with advanced skills in planning, program coordination, account management, and business relations within a customer environment. Remains versatile and adaptable to meet or exceed organizational goals and provides effective solutions using a needs-based approach.  
Current Secret Security Clearance

#### WORK EXPERIENCE

**United States Air Force**  
375th Communications Squadron  
859 Buchanan Street  
Scott AFB, IL 62225  
**Section Chief, Client Service Center**

Feb 2016 to Present  
Hours/week: 45  
Supervisor: Eric Raby  
Telephone: (618) 256-XXXX  
OK to Contact: Yes

Led 42-member team within 4 work centers supporting USTRANSCOM/HQ AMC/18 AF/HQ CCC; 4 organizations and 28 tenant units. Oversaw status of 332 AEW \$23M network providing information technology support for 2.6K personnel and \$8.3B aircraft fleet. Directed 8-member Executive Communication Support team servicing 17 General Officers and 230 VIPs across 34 sections with 700 IT devices worth \$930K.

**Front Line Manager/Supervisor:** Assigned, directed, and reviewed the work of subordinate employees. Implemented leadership skills and management techniques for planning, scheduling, and coordinating work operations. Determined and carried out training and development of employees, evaluated teams' work performance, and performed all other related administrative functions. Provided continuous direct work operations of subordinates performing administrative, complex clerical, technical and/or work comparable in nature.

- Led 35 employees that managed Air Mobility Command's (AMC) largest ticket queue; remedied 31K tickets, 210 projects while delivering 99.5% uptime for a \$52M network.
- Led diversity initiative; identified 23 QoL issues and fostered unit connectedness. Enhanced leadership insight to employee perspective.
- Headed Cyber Tasking Order (CTO) program; tracked 110 assignments and coordinated with 9 shops; enforced critical directives.

**Program Development:** Delivered complex management initiatives including conception, implementation of programs that promote operational success. Served as the focal point for outreach initiatives, projects, and plans. Provided guidance was needed to aid department initiatives. Collaborated with internal/external resources to develop and facilitate programs for individuals.

- Directed 3 Regional Headquarters IT equipment refreshes; managed \$588K roll-out and replaced 466 items <90 days.
- Orchestrated 27 Medium Tech Control Facility (MTCF) equipment upgrades; liaison between 5 organizations and coordinated 143 system moves that saved 203 manhours.
- Directed IT support; oversaw maintenance actions supporting senior leaders; highlighted capabilities in global defense training with 3 allied nations.

**Unit Antiterrorism Representative:** Performed and coordinated monthly inspections or exercises related to physical security and antiterrorism precautions. Created and provided monthly reports to leadership. Communicated topic information to unit members concerning awareness and safety.

**Operations Planning:** Designed and organized operational activities. Organized standardization, qualification, and other requirements for compliance with current directives. Coordinated with other agencies and organizations to conduct mission activities. Directed standardization of performance and programs.

- Oversaw emergency Air Traffic Control (ATC) IT support; set up 2 PCs and linked data server; averted 24K flight disruptions per year.
- Led 10 employees, installed software, and 140 NIPR/SIPR systems; developed safe HUREVAC for \$24B assets in response to base hurricane emergency.
- Managed AMC Commander's conference communication; directed 4 techs and fixed 50 IT issues; on-boarded 87 executive-level professionals with no mishaps.

#### SELECTED ACCOMPLISHMENTS:

- Headed Air Mobility Command classified spillage response team with 6 members; sanitized 130 PCs, retained HHQ acct access and halted sensitive data leak.
- Selected to High-Performance Team; developed 404 beyond-text solutions, 18 e-Learning courses--enhanced 43K personnel cyberspace development.
- Instructed manager professional development class; strengthened 6 members' leadership skillsets; earned high recognition.
- Established alternate Local Registration Authority (LRA); generated 447 accounts; issued 200 certifications; drove Air Force PKI initiative and modernized network security for 13K IT personnel.

#### United States Air Force

375th Communications Squadron  
859 Buchanan Street  
Scott AFB, IL 62225

#### NCOIC, Cyber Programs

Dec 2017 to Sep 2018

Hours/week: 45

Supervisor: Eric Raby

Telephone: (618) 256-XXXX

OK to Contact: Yes

Supervised 2 leaders and the 6-member team supporting 31 units to include USTRANSCOM/HQ AMC/18 Air Force and 3 flying departments. Performed communications support operations; cyber operations center for \$350M+ unclassified/classified \$52M metropolitan area network.

**Program Management:** Through staff specialists and subordinate unit supervisors, monitors and coordinates the execution of assigned missions. Evaluated existing internal programs, plans, and procedures. Directed analysis of shortfalls in individual areas. Initiated establishment of operating guidelines and explained operational requirements to subordinate staff and unit supervisors for changed programs, goals, and processes.

- Oversaw 3-member change management team; expertly validated 130 cyber Change Requests--enhanced \$52M network enclave, \$9.1M voice system.

- Managed SAFB Air Force Information Network Compliance Tracker (ACT) program; reviewed and coordinated 230 cyber taskings; mitigated 2M network risks--enforced compliance.
- Headed AMC's largest base Authorized Service Interruption (ASI) program; orchestrated 130 outages and sustained 386 after-hours support.

**Quality Control:** Reviewed and analyzed records and reports on mission accomplishment and delays to evaluate progress in achieving mission objectives. Studied continuing problems related to overall operating effectiveness and directed necessary corrective actions. Initiated documentation of requirements and adjustment of authorization documents, as appropriate.

- Maintained user and system ticketing database; recorded life-cycle of solutions on completed jobs for future project planning.
- Processed and prioritized base 1.1K cyber requirements; initiated board and coordinated 12 work centers workflow--increased department productivity 60%.

**Communications Abilities:** Expert skill in communicating ideas, concepts, methods, analyses, evaluations, and recommendations in a lucid, logical, and convincing manner, either by oral or written means of communication to a variety of audiences including management, professional, technical, and administrative at all organization and hierarchical levels with equal facility and clarity.

#### SELECTED ACCOMPLISHMENTS:

- Tracked and reported resolution of communication system outages; ensured accurate and timely support to affected installation users.
- Facilitated off-base hospital network relocation; coordinated communication link installs; provided service to 5K patients; Air Force's sole intern program.
- Classified Messaging Incident program manager; led 9 events and coordinated 55 disabled accounts/101 HD destroyed 2x multi-major command incidents resolved <72 hours.

#### United States Air Force

375th Communications Squadron  
859 Buchanan Street  
Scott AFB, IL 62225

Jan 2016 to Sep 2018

Hours/week: 45

Supervisor: Eric Raby

Telephone: (618) 256-XXXX

#### NCOIC, Requirements Working Group / MAJCOM Client Systems

OK to Contact: Yes

Supervised 2 team leads and a 14-member client admin team for \$350M network supporting USTRANSCOM/HQ AMC/18 Air Force, and 4 flying departments. Performed software/hardware maintenance; includes system installation, removal, upgrades, and warranty returns for 14K+ users.

**Personnel Administration:** Reviewed and approved training needs for staff members. Counseled personnel regarding duties, career potential, and opportunities. Developed improvements of business practices, and organization structures to eliminate or reduce barriers to the accomplishment of work and achieve optimal use of all resources. Provided advice, counsel, and/or instruction to employees on both work and administrative matters.

- Selected for new Cyber Program management position; directed workflow for 12 offices and 50+ AFNET Call Requests; secured \$52M network posture.
- Coordinated IT support for 4-day conference aiding 97 personnel; ops checked 90 and restored 2 system networks; team lauded 5x for "Outstanding Support".
- Quarterbacked transportation tracking system communication helpdesk project; coordinated support for 3 offices, relocated 13 personnel with zero delays; enabled planning for 73K flights with 949K passengers.

**Information Technology:** Led projects such as the application and adaptation of new and improved approaches to the planning, installation, configuration, testing, implementation, and management of IT systems. Oversaw projects that impacted broad agency goals and new cutting-edge technologies or issues.

- Managed Remedy database; assigned, tracked, and updated trouble tickets; briefed network status to leaders.
- Directed Cybersecurity Liaison support; validated 37 agencies and organizations & NIPR/SIPR account requirements--safeguarded \$750M+ network.
- Managed 960 trouble ticket resolutions; directed 14 Tier-I techs; led 9 high-vis events and secured communications for 14K personnel.

**Workforce Management:** Oversaw projects and programs, identified and shaped goals of the organization, made decisions on work problems and administrative proposals. Coordinated with others on program accomplishment and collaborative efforts. Ensured the development of employee performance objectives and conducted performance evaluations.

- Directed AMC Advanced Study of Air Mobility conference communication support; coordinated with 3 offices and allocated onsite support for the 5-day event.
- Coordinated AMC/A1 migration; established temp NIPR/SIPR network for 94 PCs; relocated with zero downtime.
- Drove Safety Investigation Board project; configured 15 systems <2 days and expedited inspections for \$1M mishap.

**SELECTED ACCOMPLISHMENTS:**

- Tracked and reported resolution of communication system outages; ensured timely support to affected installation users.
- Recovered data for Inspector General Team; expedited mass retrieval of key historic information; sustained 68 units and 125K personnel inspection operations.
- Implemented 65 CS Base Equipment Custodian Office SharePoint site; automated training and SAV processes for 94 Information Technology Equipment Custodians which recouped 60 maintenance hours annually.

**United States Air Force**

65th Communications Squadron  
Lajes AB, Portugal, Azores

**NCOIC, Communications Focal Point**

Feb 2014 to Nov 2015

Hours/week: 50

Supervisor: Roderick Calbrillas

Telephone: xxx-xxx-xxxx

OK to Contact: Yes

Led 12 employees and managed client-level Info Technology functions/VTC to the United States Air Force Europe (USAFE) HQ in support of 1K users. Supervised Command, Control, Communication, and Computer (C4) maintenance, e-mail, Internet, Operating Sys (OS), hardware, and security system in support of 5 departments, 3 divisions, and 6 associate units.

**Operations Management:** Provided guidance in the areas of program cost and analysis, fiscal planning, and development of work-plans. Performed analysis, evaluation, and oversight of all aspects of project management. Provided support, assessment, and consultation services for interrelated issues ranging from identification of mission and support plan contingencies.

- Directed base C4 Work Order program; executed 900 requirements and expanded \$54M cyber operations.
- Led base IT upgrade; re-programmed 200 workstations and \$720K equipment--improved client-level services while modernizing \$54M network.
- Managed C4 equipment program; supervised 35 computer accounts; delivered \$3.1M wireless devices and \$11M in IT assets.

**Account Oversight:** Oversaw 36 ITEC accts; enforces DoD directives/guidance, develops local procedures for networking professionals. Provided options and recommendations for tracking operations; advised as to regulatory requirements of the account management program.

- Coordinated IMDS access; validated departmental requests on 60 accounts; tracked \$503M in C4 assets and \$5.7M maintenance assets.

- Developed C4 tracking program; perfected 1K maintenance actions and closed 80% tickets offering 97% uptime rate.

**Quality Control:** Reviewed and analyzed records and reports on mission accomplishment and delays to evaluate progress in achieving mission objectives. Studied continuing problems related to overall operating effectiveness and directed necessary corrective actions. Initiated documentation of requirements and adjustment of authorization documents, as appropriate.

- Spearheaded ABW asset management audit; led 100% inventory and accounted for 6.9K IT items. Identified and fixed 697 record errors.
- Finalized departmental disaster recovery plan; identified critical C4 systems and led recovery operations thus mitigating mission impact for 1.4K base personnel.

**SELECTED ACCOMPLISHMENTS:**

- Managed training for Client System Technicians, Asset Management, Communication Focal Point, and /PWCS functions supporting \$54M network.
- Headed Lajes' mobile device transition effort; coordinated with USAFE HQ/created SOPs--seamless system transfer for 16 senior leaders.
- Led ABW VTC upgrade; installed \$132K system and managed 35 meetings; delivered C4 to USAFE HQ that saved \$85K in travel costs.

**United States Air Force**

96th Communications Squadron  
101 Griffen Way  
Eglin AFB, FL 32542

**NCOIC, Unit Deployment Management**

Dec 2013 to Feb 2015

Hours/week: 40

Supervisor: **Joseph Simpson**

Telephone: xxx-xxx-xxxx

OK to Contact: Yes

Specialized in directing deployment planning; ensured 212 personnel are prepared for mobility commitments. Implemented, enforced policies, and procedures in direct support of contingencies, exercises & deployment taskings. Reviewed deployment tasking orders and requirements. Inspected personnel folders (qualifications and readiness status).

**Training and Development:** Created training programs to prepare personnel for deployment preparedness. Provided direction for educational support of all programs. Improved facilitation techniques and disseminated insights concerning various topics. Purchased necessary training equipment or information to ensure instruction, and procedures met military standards.

- Scheduled and documented ancillary or computer-based readiness training; ensured personnel completed training requirements.
- Oversaw unit training program; taught 5 courses; tracked recurring requirements and equipped 113 personnel with life-saving skills.

**Team Collaboration:** Led, attended, and participated in meetings, conferences, and other forums that provided the necessary interface with a wide variety of defense, federal, and non-federal professional agendas. Remained current on new operational developments, partnering with necessary agencies to reach goals. Established and maintained professional relationships with officials having key assignments related to future developments.

**SELECTED ACCOMPLISHMENTS:**

- Coordinated deployment reporting; deployed 60 personnel to 8 global locations with zero interruptions.
- Directed \$97.5K purchase program; secured mobility gear and re-issued serviceable items--saved \$5K.
- Postured 17 personnel for world-wide deployment exercise by coordinating 204 training requirements and transportation.

**United States Air Force**

96th Communications Squadron  
101 Griffen Way  
Eglin AFB, FL 32542

**Client Systems Craftsman**

Dec 2011 to Nov 2013

Hours/week: 40

Supervisor: **Joseph Simpson**

Telephone: xxx-xxx-xxxx

OK to Contact: Yes

Supervised 5 employees; assigned work orders, trouble tickets, and tracked progress in support of \$59M base voice and data network. Provides phone and computer system support across 6 MAJCOMs, 7 Regional HQs & 40 associate units serving 19.9K users. Installed and maintained communication equipment throughout DoD's largest installation encompassing 724 sq mi.

**Planning and Coordination:** Utilized appropriate management techniques to plan, coordinate, and implement program execution plans and other plans for operations. Prepared timely management data, resource requirements, and individual project data summaries. Coordinated development, preparation, and submission of data to higher headquarters.

- Headed 46 Test Squadron voice line relocation; established C4 <2 hours; ensured continuous system eval capabilities.
- Engineered Recycle Center phone outage resolution for repair and advanced voice capabilities--sustained \$326K program.
- Managed department's vehicle program; responsible for 51 vehicles worth \$1.2M; garnered "Outstanding" inspection rating.

**Manpower Assessment:** Planned work for accomplishment by team members, set and adjusted short-term priorities, and prepared schedules based on consideration of difficulty of requirements and assignments. Provided staff with direction and advice regarding policies, procedures, and guidelines. Balanced workload and provided overall direction and vision on a wide range of manpower and personnel support issues.

- Led 11-member Client Systems team; resolved 4K+ trouble tickets and work orders; restored voice and network capabilities; sustained Eglin enclave 99% uptime rate.

**Process Improvement:** Established metric and analysis systems for departments; managed to assess efficiency, effectiveness, and compliance with regulatory procedures. Evaluated requirements for additional resources submitted by subordinates; balanced organizational needs with overall mission requirements and resource interests. Identified need for change in organizations priorities and implemented action to improve changes.

**Decision Making:** Provided rapid and cogent judgments on critical issues facing the command and provided recommendations that enhanced current and future educational initiatives. Interpreted and modified guidance related to identification, research, analysis and strategy concepts. Monitored organizational action plan on execution strategies.

**SELECTED ACCOMPLISHMENTS:**

- Initiated and tracked system maintenance for 23.7K communications & information devices across Eglin AFB.
- Resolved logistic readiness squadron voice anomalies; restored full C4 capability for 152 members <1 hour.
- Installed 12 voice lines; delivered C4 capability to 15 staff members and facilitated \$42M jet flight training.

**ADDITIONAL INFORMATION****United States Air Force; 2002 – 2011**

Various Locations

## **Selected Accomplishments:**

- Researched new test equipment; replaced antiquated telephone assets and bolstered maintenance services.
- Trained 5 personnel on help desk duties; enhanced dispatch capability for 9 crews.
- Oversaw work center relocation; moved 35 voice circuits and 200 ft. of cable with zero downtime.
- Provided training in computer hardware, software, and network troubleshooting in a \$58M base network.
- Configured 150 phones from Naval School training facilities; provided communications to 1K students from 90 nations on a yearly basis.
- Supervised and assigned 1.2K annual preventive maintenance inspections for a 2-member team
- Performed 500+ preventive maintenance inspections for a \$20M phone switch; offered a 99%+ uptime rate.
- Oversaw office renovation; led the installation of new furniture; enhanced morale while saving \$25K in contractor costs.
- Inspected navigation system filters; zero-defect QA evaluations; instrumental in 92% home station pass rate.
- Mentored 3 employees on TO maintenance and test equipment operations; 10% increase in qualified tasks.
- Replaced shorted radar video lines in 24 hours; saved 12 maintenance hours; returned aircraft to flying status.

## **EDUCATION:**

### **Park University**

Major: Management in Human Resources

Degree: Bachelor of Science

Graduation Date: 2022

### **Park University**

Major: Management

Degree: Associate of Science

Graduation Date: 2021

### **Community College of the Air Force**

Major: Information Systems Technology

Degree: Associate of Applied Science

## **SPECIALIZED TRAINING:**

COMPTIA Security+ Certification, Candidate ID: COMP001020175066

Professional Managers Certification, Community College of the Air Force, Air University

AMC Anti-Terrorism Level II Course (certificate), 2021

First Sergeant Symposium, 2017

Senior Noncommissioned Officer Academy, 2017

Global Mobility Air and Space Operations Familiarization Course, 2016

Joint Senior Noncommissioned Officer Professional Military Education, 2015

Noncommissioned Officer Academy, 2012

Airman Leadership School, 2004

Fiber Optics School, 2006

Voice Network School, 2006

Basic Electronics, 2006

Communications and Navigation School, 2000

## **OTHER ACHIEVEMENTS:**

Senior Non-Commissioned Officer of the Quarter, 2019 and 2020

**AFFILIATIONS:**

Air Force Sergeants Association – Member