

IT SPECIALIST (NETWORK)

Job Announcement Number: **SW12210-R1-526312PP124118**

Pay Scale & Grade: **GS 08**

Security Clearance: **Active Top Secret Security Clearance**

Citizenship: **U.S. Citizen**

QUALIFICATIONS PROFILE

Highly accomplished, technically inclined, and results-driven professional, with comprehensive years of experience in information technology, network administration, and project and collections management. Equipped with extensive background in military and security operations; complemented with strong management and leadership distinctions in supervising teams toward achievement of established goals and objectives. Adept at delivering revenue gains and profitable operations through business requirements identification, process design, and system improvement. **Additional qualifications include:**

- Skilled at identifying and resolving complex projects involving lifecycle design, development, modification, evaluation, and integration of large-scale computer software and hardware functions.
- Capable of utilizing in-depth familiarity of Six Sigma methodologies and process improvements.
- Armed with strong analytical capabilities and out-of-the-box thinking to capture key issues and formulate competitive action plans on time, and within budget and specifications.

RELEVANT EXPERIENCE

Company XYZ | Complete Street Address, Norfolk, VA, USA 23508

Treasury Service Advisor

Mar 2012–Present

Supervisor: [Please Specify](#)

Hours per Week: [Please Specify](#)

Contact No. ([May be contacted](#)/[Do not Contact](#))

Annual Salary: [Please Specify](#)

- Display unsurpassed leadership in training customers while providing assistance in the installation of various commercial card software products through web and telephone.
- Serve as primary point of contact in identifying and troubleshooting various network problems, including protocol and communication issues.
- Efficiently function as Client Workbook Consultant, sustaining constant communication with clients by responding to their e-mails and inbound calls from client program administrators requiring changes for company workbook.

Career Highlights:

- ✓ Demonstrated proficiency in Commercial Card as well as in Commercial EAGLS, EXPRES (expense reporting), VISA VIM, MasterCard SDOL, and Total Systems.
- ✓ Leveraged expertise in System Administrator utility, Discovery, and IBM ticket tracking process.

ABC Mission Systems | Complete Street Address, Suffolk, VA, USA 23435

IT Program Manager II

Nov 2006–Mar 2021

Supervisor: [Please Specify](#)

Hours per Week: [Please Specify](#)

Contact No. ([May be contacted](#)/[Do not Contact](#))

Annual Salary: [Please Specify](#)

- Acted as a technical expert, accountable for administering overall facets of technical planning, analysis, design, development, configuration, integration, implementation, training, and management of information network systems.
- Fulfilled various positions, such as LAN Technician II, C4 Systems Analyst, Configuration Management Analyst, and Communications Analyst.

Career Highlights:

- ✓ Designed and developed equipment and services for military exercises by providing system configuration support with Commercial Off The Shelf (COTS) and military software.
- ✓ Spearheaded the successful team development of LAN technicians; coordinated the designation of duties for ADP team while ensuring timely completion of all projects.

OTHER EXPERIENCE

Company JKL | Complete Street Address, San Diego, CA, USA 92123

Training Analyst

Jan 2017

Supervisor: [Please Specify](#)

Hours per Week: [Please Specify](#)

Contact No. ([May be contacted](#)/[Do not Contact](#))

Annual Salary: [Please Specify](#)

EDUCATION

Associate of Applied Science in Computer Science: Jun 2012

EFG College of Technology, Newport News, VA 23602

GPA: 3.5/4.0

High School Diploma: Mar 2008

HIJ High School, Newport News, VA 23602

GPA: [Score](#)/[Score](#)

PROFESSIONAL DEVELOPMENT

Microsoft Approved Coursework | Toastmasters International | Six Sigma
Total Army Qualified Military Instructor/Small Group Instructor Qualified