**Experience:**  
SCIENCE APPLICATIONS INTERNATIONAL CORPORATION (SAIC) | SOMERSET, KY, USA  
Network Operations Center (NOC) Support Engineer II 2016–Present  
- Oversee the monitoring of numerous virtual and physical network components and systems for performance and health issues to ensure seamless daily operations, which involve troubleshooting firewall, routing, IP switching, and remote access issues  
- Efficiently resolve and set apart issues utilizing monitoring, performance analysis, network management, software, and hardware equipment, while closely monitoring activity and performance  
- Generate reports on bandwidth usage, up time, server utilization, and other key performance indicators (KPIs)  
- Render direct technical assistance to end users, as needed, with focus on first contact resolution; as well as tier 1 and 2 support to efficiently resolve issues and inefficiencies to meet customer service level agreements  
  
Key Highlights:  
> Played a major role in mitigating average monthly help desk tickets by 13% by automating repeatable tasks to boost process efficiency  
> Established standards and architectural governance, and introduced industry best practices to boost core system availability to 15%  
  
UNIVERSITY OF THE CUMBERLANDS | WILLIAMSBURG, KY, USA  
Adjunct Professor 2016–Present  
- Facilitate online asynchronous class discussions on operations security management  
  
CAMPBELLSVILLE UNIVERSITY | CAMPBELLSVILLE, KY  
Adjunct Professor 2011–2015  
Director of Information Technology 2006–2015  
- Conducted class lectures on several topics, including computer database, computer information systems, and information project management  
- Directed all aspects of institute-wide IT initiatives, which entailed collaborating with the institute chief financial officer and reporting to senior management  
- Led the development and implementation of major initiatives, including IT cost analysis, IT governance, high performance computing, shared services analysis and redesign, and new strategic planning process facilitation  
- Structured innovative strategies for the integration of technology plans to ensure alignment with institutional strategic goals  
- Oversaw a team of five IT professionals to handle academic and administrative computing, help desk, networking, media services, and telecommunications functions  
- Efficiently handled an annual operating budget of $1.2M, which entailed validating and approving all purchasing for IT software, hardware, and services  
- Implemented ongoing security and privacy reviews for campus information services  
  
Key Highlights:  
> Collaborated with faculty development, library, and technology personnel to integrate c0st-effective services for instructional technology, such as video streaming, wikis, blogs, and web conferencing  
> Facilitated comprehensive study on the status of information security and business continuity, and offered suggestions to resolve high-risk areas  
> Served as the chairperson of the Identity Theft and Information Technology committees  
> Pioneered the creation of a new strategic plan for IT as part of a larger university strategic planning initiative, which involved a step-by-step plan aimed focused on 15 years of improvement toward 2025  
> Restructured the Campus Information Services Department to improve process efficiency and be more customer centric  
> Coordinated with Marketing and Public Relations departments to execute a distributed web content management system for the university and department websites  
> Functioned as the project manager for the expansion and upgrade of the campus Cisco wireless network  
> Spearheaded the transition of employee email boxes to Microsoft Office 365, which improved storage capacity from 3% to 5% and mitigated engineering consulting costs from 20% to 5%  
> Took charge of the successful implementation and technology integration with network access control within 90 days through an IT outsourcing contract, thus saving more than $35K annually  
  
  
Earlier Positions Held:  
  
CAMPBELLSVILLE UNIVERSITY | CAMPBELLSVILLE, KY, USA  
Coordinator of Network Services  
Help Desk Manager  
Intern, MBA Program  
  
W/3 CONSULTORIA EM TECNOLOGIA DE INFORMAÇÃO DE SISTEMAS | SAO PAULO, BRAZIL  
ERP Consultant SAP R/3 – Sales and Distribution Module  
  
LOGOCENTER TECNOLOGIA DE INFORMATICA S.A. | SAO PAULO, BRAZIL  
ERP Consultant LOGIX  
  
IGARAS PAPEIS E EMBALAGENS S.A. | SAO PAULO, BRAZIL  
Network Administrator for Novell 4.10 | Microsoft Windows NT 4.0 | LANtastic  
  
BANCO DE RORAIMA S.A. | BOA VISTA, BRAZIL | MANAUS, BRAZIL | SAO PAULO, BRAZIL  
Data Entry | Computer Operator | Cobol Programmer | IT Branch Manager  
  
  
-- OTHER EXPERIENCE --   
  
AMAZON.COM, INC. | CAMPBELLSVILLE, KY, USA  
FC Associate, 2015–2016  
  
STAFF MANAGEMENT | SMX | CAMPBELLSVILLE, KY, USA  
FC Associate (Seasonal Employee), 2015  
  
IGARAS PAPEIS E EMBALAGENS S.A. | SAO PAULO, BRAZIL  
Administrative Coordinator of Sales, 1999  
  
  
**Education:**  
Doctor of Philosophy in Information Systems, with Concentration in Information Security, Expected Completion Date: Jan 2020  
NOVA SOUTHEASTERN UNIVERSITY | FORT LAUDERDALE, FL, USA  
  
Master of Science in Information Systems Security, 2016  
UNIVERSITY OF THE CUMBERLANDS | WILLIAMSBURG, KY, USA  
  
Master of Business Administration, 2002  
CAMPBELLSVILLE UNIVERSITY | CAMPBELLSVILLE, KY, USA  
  
Bachelor of Science in Management Information Systems and Services, 1999  
CENTRO UNIVERSITÁRIO IBERO-AMERICANO | SAO PAULO, BRAZIL  
  
  
**Affiliations:**  
  
The Leadership Board for Chief Information Officers  
  
  
  
**Skills:**  
Project Management  
Strategic Planning  
Rapid Conflict Resolution  
Data Mining  
Inventory Control  
Cloud Computing and Enterprise Platforms  
Customer Service  
Budgeting and Resource Utilization  
Process Improvement Strategies  
Information Technology Infrastructure Library (ITIL)  
  
  
**Additional Information:**  
-- CREDENTIALS --   
  
CompTIA Security + Certification, 2008  
Microsoft Certified Professional, 2002  
  
  
-- TRAINING --   
  
EDUCAUSE Institute Leadership Program  
Financial Mathematics  
Carnegie Mellon - Flocon Workshop  
Service Now  
Objective C and iPhone Programming  
Quality Control  
SharePoint Introduction  
Technical Standard Bank  
(ISC)2 CISSP CBK Review Seminar  
Customer Services  
Cisco Security Boot Camp  
Cobol Programming  
Implementing SAP R/3 Sales and Distribution Module 4.6  
Microsoft SQL Server 6.5/7.0/2008 Essential Training  
  
-- TECHNICAL ACUMEN --   
  
Programming Language - COBOL | Pascal | Clipper | Objective C | Visual Basic | Delphi | ABAP/4 | SQL | JavaScript | VBScript  
Operating System - MS-DOS | Microsoft Windows | Microsoft Windows Server | Linux | Mac OS | LANtastic | Novell  
Software - Microsoft Office Suite | Microsoft Exchange | Microsoft Office 365 | NAC PacketFence 5.0  
TrendMicro (OfficeScan, ScanMail for Exchange) | Cheyenne Inoculan 4.0 / 6.1 for NetWare  
VEEAM Backup | Hyper-V | VMware | PCAnywhere 4.0/10 | ArcGIS Server 6.0 for NetWare  
ERP SAP R/3 - Sales and Distribution Module Version 4.5 | Microsoft SQL Server 6.5/7.0  
SPAM Barracuda Virtual Device | ServiceNow  
Hardware - Cisco Switches, Routers, Firewalls | Exinda Packetshaper | Barracuda SPAM 300  
Blue Coat PacketShaper | Audible Magic CopySense | Dell Desktop/Server | Dell SAN EqualLogic