

# Jonathan D. Appleseed

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## PROFESSIONAL SUMMARY

Over 10 years' experience supervising, installing, employing, maintaining, troubleshooting and assisting users with signal support systems, terminal devices, satellite communications equipment and automated telecommunications computer systems. Experience with local area networks, wide area networks, and routers. Qualifications include:

- Information Assurance Manager
- Standardized Network Assessment (SNAP) Manager
- Data Path Joint Network Node (JNN) Operator
- Service Desk Supervisor
- Customer Relationship Management (CRM)
- Current TS/SCI Security Clearance
- Desktop Support Technician
- Training Manager
- Active Directory Users and Computers Administrator
- Polycom Video Teleconference Administrator
- Network Operations Center
- COMSEC Custodian

## EXPERIENCE

Jan 20xx – Current

Fort Drum, NY

### **Service Desk Supervisor, A/V Technician, and System Administrator**

**U.S. Army**

- Resolve Service Desk tickets for more than 3,000 users across 21 states and abroad
- Maintain 3 domains to include updating, troubleshooting and repair of network connectivity to achieve goal of 95% continuous connectivity
- Act as Active Directory and Exchange administrator for over 3,000 users
- Serve as Information Assurance (IA) Manager; annually train over 150 staff on IA protocol to ensure standards are maintained
- Setup, maintain and troubleshoot desktops, laptops and tablets with Windows 7 and 10 to allow no break in service or work productivity
- Manage Life Cycle Replacement, backup, and disaster recovery for computers, Blackberry, iPhones and other portable devices within the organization to ensure no loss of connectivity
- Test and write knowledge-based articles for customers, team members, and supervisors resulting in updated information being available as needed
- Troubleshoot and repair hardware, software, peripherals, smart phones, Video TeleConference (VTC) suites, and Cisco VoIP inside and outside plant
- Installed, configured and maintain over 50 multifunction printers ensuring availability
- Proficient in all Microsoft Office products to include Office 365, Office 2016, Skype and One Drive

Aug 20xx – Jan 20xx

Fort Campbell, KY



Source: "Transition from Military to Civilian Workforce" Employment Workshop, U.S. Department of Labor Veterans' Employment and Training Service. Provided by CareerOneStop.org.

**Forward Signal Support Supervisor****U.S. Army**

- Managed planning, coordination and execution of all command, control, communications, computers and intelligence requirements for over 100 personnel
- Supervised the training of 20 Unit Radio Communicators
- Maintained 4 Local Area Network (LAN) wiring closets, wireless access points and 3 VTC suites with no loss in connectivity
- Created, scheduled, coordinated and evaluated all communications training for 64 personnel in compliance with organization training requirements
- Developed and implemented publications library for training documents to ensure quick access to specific information

Oct 20xx – Aug 20xx

Fort Hood, TX

**Senior Information Systems Specialist****U.S. Army**

- Managed the computer help desk and trained 50 personnel in resolving trouble tickets for computer hardware and software, to include printing, word processing, and email
- Managed objects, security groups and user accounts in accordance with organization regulations; as Enterprise Active Directory administrator
- Installed and setup over 100 VoIP phones and Video Teleconferences
- Installed, troubleshoot and maintained Microsoft Office products to include Office 365
- Provided and maintained military satellite communications to teams in the field consistently meeting goal of 95% connectivity; as Joint Network Node Operator/Maintainer
- Maintained security of data by reviewing and updating security profiles of over 300 employees allowing only authorized individuals to access secure information while Assistant Communications Security Key custodian

**TRAINING**

- Army Public Key Infrastructure Enhanced Trusted Agent Training, October 2017
- Microsoft Windows 10, June 2016
- HDI Support Center Analyst, December 2015
- CompTIA Sec+ CE Certified, September 2015
- Information Assurance Fundamentals, April 2014
- Global Broadcast Service (GBS) Transportable Ground Receiver Suite, February 2009
- DataPath AN/TSC167F Satellite Transportable Terminal Training, August 2010
- U.S. Army Signal Support Systems Specialist Course (AIT), February 2008