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WORK EXPERIENCE:

Sumatrane Systems, Inc.	10/2009 to Present
Holmes AFB, NE	\$78,000 per year
United States	Average hours per week: 40
Functional Systems Administrator	Supervisor: Adam Smithwater
	Phone: 937-555-6147

Sumatrane Systems, Inc. is a leading provider of information, technology, engineering and professional services and solutions for the Department of Defense, federal agencies, and the federal contracting community. Provide advanced network administration support for large field of computer servers and users for F-82 fighter plane network and other crucial system functions at Holmes Air Force Base (HAFB) in Nelson, Nebraska.

NETWORK MANAGEMENT: Lead administration for all aspects of the F-82 fighter plane systems network and provide network administration support for the entire Fighter Bomber Directorate at HAFB. Provide network and systems/software support for 17 servers and 1,300 users. Reconfigure Active Directory structure and objects, logon scripts and Group Policy Object (GPO) changes to support wholesale organizational structure changes. This includes Active Directory changes necessary in the re-organization of HAFB from WINGS/Groups/Squadrons to Directorates/Divisions/Branches with minimal impact to customers.

SOFTWARE SUPPORT: Support software installation and maintenance for standard configurations of servers and workstation platforms for group of 1,300 users. Expertly serves as second- and third-tier level help desk support for large user community. Collaborate to streamline processes controlling the in/out database or processing for the Directorate customer base.

PROJECT MANAGEMENT: Identify opportunities in process improvements; initiated streamlining the creation of workstation images and the process of imaging all systems to save time and improve reliability.

ACCOMPLISHMENTS:

-Responded to internal reorganization of resources by accepting and adjusting to new role, continuing to perform vital network and system administration functions on a large scale while assuming new duties.

Sumatrane Systems, Inc.	08/2005 to 10/2009
Holmes AFB, NE	\$89,000 per year
United States	Average hours per week: 40
Network/Systems Administrator	Supervisor: Dave Warbuttonster
	Phone: 513-555-4558

Served as network/systems administrator for the F-82 System Program Office (SPO), within Holmes Air Force

Base, supporting overall design, integration, maintenance and upgrades to the F-82 local area network. Worked closely with the 185th Communications Group (185th CG), the Air Force Material Command Network (AFMC) Operations Security Center (NOSC), the Information Assurance Office (IAO) and other organizations in implementing technical solutions for sensitive, secure systems.

NETWORK MANAGEMENT: Provided high-level technical assistance in support of the F-82 Restricted Network (R-NET) wide-area connectivity with weapon system partners for access to critical program information for day-to-day operations as a member of the F-82 Information Resource Management (FIRM) team. Supported network/systems administration needs and hardware/software support for SAP/SAR Programs (Special Access Program/Special Access Required) and other classified systems including SIPRNET and associated equipment.

SYSTEMS SECURITY: Collaborated with the IAO, 185th CG and AFMC NOSC to respond to monthly/quarterly network security suspenses such as Notice to Airmen (NOTAM) and Time Compliance Network Order (TCNO) suspense compliance tracking vulnerability scans, emergency security bulletins and updates. Utilized desktop management software such as Tivoli and Systems Management Server (SMS), logon, startup and shutdown scripts and Group Policy Objects (GPOs) in accomplishing security maintenance.

SOFTWARE SUPPORT: Upgraded numerous server hardware and software platforms, including standardizing the server configuration. Implemented Citrix Presentation Server solution for client remote access.

PROJECT MANAGEMENT: Standardized computer configuration design for numerous desktop, laptop, and server implementations. Directed the testing, implementation, maintenance and security of the Air Force standard desktop configuration integrated in desktop and laptop images for the F-82 SPO. Streamlined network backup system by implementing disk-based backup solutions.

ACCOMPLISHMENTS:

- Received F-82 Condor Lean Award for partnership in procuring and implementing a secure remote access solution for the F-82 HAFB office utilizing a Citrix Presentation server and associated software and conducting formal training classes for F-82 personnel on the use of the system.
- Received Team Award, 2nd Quarter 2007 for exemplary team performance in support of the F-82 mission.

Sumatrane Systems, Inc.	10/2001 to 08/2005
Holmes AFB, NE	\$79,000 per year
United States	Average hours per week: 40
Network/Systems Administrator	Supervisor: Charles Staplemaker Phone: 937-555-4531

Served as the technical lead for all Management Information Systems functions in support of the Flight Training Systems Program Office at Holmes Air Force Base, implementing technical systems in collaboration with other divisions.

NETWORK MANAGEMENT: Stabilized server/client environment by reconfiguring all servers in standardized OS versions, protocols, patches and security updates. Repaired incorrect network configurations, corrected duplicate peripheral network protocols and fixed incorrect permissions resulting in significant network performance improvements. Migrated from a stand-alone Windows NT network to the Windows 2000 Air Force Material Command Network Active Directory network infrastructure. Utilized network management tools such as Tivoli, Hyena, Directory/Account and Resource Management in managing Directory Services.

Performed server consolidation; procured, installed and configured new server hardware, migration of data to the new servers and removal of older legacy server hardware.

SYSTEMS SECURITY: Performed Information Systems Security Officer (ISSO) duties. Completed a difficult and long-term network Certification and Accreditation package (C&A). Worked closely with the 185th CG IAO, AFMC and other security offices to ensure a successful accreditation. Responded to all routine and emergency computer/network alerts as main point of contact.

SOFTWARE SUPPORT: Standardized workstation and laptop hardware and software configurations using Commercial off the Shelf (COTS) and Government off the Shelf (GOTS) products.

PROJECT MANAGEMENT: Led technical aspects for all MIS functions in support of the Flight Training Systems Program Office located at Holmes Air Force Base. Implemented new backup systems and disaster recovery plans. Led the technical team in the migration of new operating platforms, testing different software applications and performing the necessary upgrades to ensure compatibility with new software platforms, and coordinating and explaining migration and upgrades to the MIS team.

ACCOMPLISHMENTS:

- Streamlined the entire network operations function through the procurement of new server hardware/software, the configuration of WEB servers, and the use of new Structured Query Language (SQL) servers, including ClearQuest/ClearCase database solutions and the implementation of new backup systems.
- Completed the network C&A (Certification and Accreditation) for the Flight Training System Program Office ahead of schedule

Sumatrane Systems, Inc.	06/2000 to 10/2001
Holmes AFB, NE	\$73,500 per year
United States	Average hours per week: 40
Network/Systems Administrator	Supervisor: Robert Sharperwalker Phone: 937-555-9442

Directed support of the Joint Strike Fighter Support Office (JSF) as Information Technology Chief serving at Holmes Air Force Base in Nelson, Nebraska.

NETWORK MANAGEMENT: Configured and implemented new firewall products. Replaced outdated BSDI UNIX firewall with a Gauntlet for NT firewall to protect contractor cost and proprietary data. Coordinated with the JSF Program Office in the design and implementation of a Virtual Enterprise connecting HAFB (JSF) and other JSF sites.

SOFTWARE SUPPORT: Standardized server, workstation and laptop configurations by applying upgrades and patches to both server/client hardware and software.

PROJECT MANAGEMENT: Standardized scripts for a more automated installation of numerous software applications for government-developed and COTS software and developed scripts for inventory of both hardware and software assets. Implemented backup, archival, restoration procedures and disaster recovery measures.

ACCOMPLISHMENTS:

- Collaborated across multiple agencies working with the Navy, HAFB 185th CG, and Network Operations

Control Center in implementing a Virtual Enterprise for connectivity between the HAFB JSF office, Navy, contractor, and other related external sites.

-Received the annual Acquisition Security Team Award, F-25, ASC/FBJ – a MIS and JSF Security office team award for efforts in the protection of JSF contractor proprietary and other data in both the unclassified and classified arenas.

Sumatrane Systems, Inc.	02/1996 to 06/2000
Holmes AFB, NE	\$69,000 per year
United States	Average hours per week: 40
Network/Systems Administrator	Supervisor: Don Tartelburgerman Phone: 937-555-4351

Directed team of technical administrators, technicians, help desk personnel and other technical team members in support of a 2000-user Local Area Network in a mixed Netware and Windows/NT environment. Served as project manager and technical lead.

NETWORK MANAGEMENT: Directed successful migration of numerous networks from Novell environments to Windows NT platforms. Migrated data and network devices and converted numerous mail platforms to Microsoft Exchange server solutions. Engineered administration and configuration of File Transfer Protocol (FTP), Dynamic Host Configuration Protocol, Exchange Mail and Windows Internet Name Service and collaborated on SMS and SQL implementation and configuration on servers running NT 4.0 in a Xylan switched environment. Utilized SMS to create software packages, inventory rules, auditing, remote control and administration and support for user network devices. Installed and configured external RAID systems, CD Towers, ftp/WEB servers, print servers and backup servers.

SYSTEMS SECURITY: Used network monitoring tools such as Ipconfig, Netstat, Arp, Nbtstat, Finger, Nslookup, Tracert/Traceroute, Route and Ping to monitor and analyze network traffic. Performed systems administration and security on eight Netware file servers and seven Windows NT servers. Administered systems for a stand-alone classified network that included Windows NT and Exchange 5.5 servers, numerous workstations, printers and other network devices.

SOFTWARE SUPPORT: Administered account/mailbox creation and management. Modified distribution lists and shared mailbox resource configuration and other Exchange server management duties, including mail databases maintenance. Installed, configured and maintained MS Office and numerous other applications, HAFB-developed, and GOTS and COTS software on both Netware and Windows NT platforms. Provided second-level support for all applications, installed upgrades when available and made configuration changes as needed.

PROJECT MANAGEMENT: Managed projects and directed a team of technical administrators, technicians, help desk personnel and others in support of 2000-user LAN in a mixed Netware and NT environment. Configured, installed and maintained Digital Linear Tape library backup systems, 8mm and 4mm systems. Managed and repaired network hardware and performed maintenance on dial-in servers, fax servers, and configured ftp servers. Collaborated on writing technical proposals for multiple government contract bids including communications, computer systems, engineering support for organizations and tenants at HAFB.

ACCOMPLISHMENTS:

-Recognized as the technical lead and represented the entire team during numerous high-profile meetings in discussing the future of computer and customer support at HAFB.

-Interviewed and recommended the hiring of key personnel who have gone on to be considered top performers.

EDUCATION:

Parkerton University	Major: Management Logistics
Wellstone, NE	
United States	GPA: 3.71
Bachelor's Degree	74 Semester Credits Earned
Completion Date: 06/1990	Magna Cum Laude

RELEVANT COURSEWORK, LICENSURES AND CERTIFICATIONS:

Financial Management, 3 Sem Hrs; Organizational Behavior, 3 Sem Hrs; Logistics Management, 3 Sem Hrs; Production and Operations Management, 3 Sem Hrs; Purchasing and Vendor Management, 3 Sem Hrs; Public Speaking, 3 Sem Hrs; Systems Engineering and Analysis, 3 Sem Hrs; Contract Management and Law, 3 Sem Hrs; Business Law I, 3 Sem Hrs; Microeconomics, 2 Sem Hrs; Macroeconomics, 2 Sem Hrs.

Sandstone Community College	Major: Electronics Engineering Technology
Fairborn, GA	
United States	GPA: 3.25
Associate's Degree	95 Semester Credits Earned
Completion Date: 06/1983	

JOB RELATED TRAINING:

ManTech Security and Mission, Fundamentals of Information Systems Security – ISSO Training Assurance, 10/2009; Sandstone Community College, Windows 2000 Directory Services Administration, 09/2009; Security+, CompTIA Security+ Certified, 08/2009; New Horizons, Managing Microsoft Windows 2000 Networks, 07/2009; Sinclair Community College, Windows 2000 Server Administration, 03/2009; Tivoli Systems, Tivoli Framework 3.6, Inventory 3.6, Software Distribution/Remote Control 3.6, 02/2000; Blue Chip Educational Services, Fundamentals of Microsoft Exchange Server; 09/1996; Blue Chip Educational Services, Supporting Microsoft Systems Management Server, 08/1996; Blue Chip Educational Services, Supporting Microsoft Windows NT Server 3.51, 05/1996; Macao Corporation, SYBASE Basic Development and Reporting, 05/1994; SUN Microsystems, System Administration 4.1.2, 12/1993; American Research Group, Inc., Internetworking UNIX, 08/1993; WANG, WANG VS System Management, 08/1992; Babbage-Simmel & Associates, Novel System's Administrator Course, 11/1990.

RELATED INFORMATION

REFERENCES:

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Personal

ADDITIONAL INFORMATION:

Currently hold Top Secret (TS) Security Clearance

SUPERVISOR QUOTES AND RATING TEAM COMMENTARY:

“Ward’s knowledge, professionalism and courtesy are just the primary reasons why Ward is so highly regarded. I feel very lucky to have Ward a part of my team.”

DORN VERMANTIN, Sumatrane Systems, Inc.

“Ward has great customer confidence and represents Sumaria well. Comments include, ‘Ward’s attitude and skills have turned ASC/FBJ into a smooth running organization’ and ‘Tremendous asset to JSF, trusted by JSF

management to represent ASC/FBJ in all levels of meetings pertaining to IT issues.'”

SUSAN KEMPLINGTON, Sumatrane Systems, Inc.

PROFESSIONAL SUMMARY:

Seasoned, versatile network and systems professional administrator with over 25 years of evolving technical expertise complemented by formal and continuing education. Well-regarded mentor and leader known for insightful technical analysis of complex networks and information security systems while leading professional teams of systems experts. Adept at negotiating with diverse groups of government and technical representatives with competing agendas to find common ground and achieve mutually acceptable and technically superior resolutions to complex issues. Respected subject matter expert utilized in stabilizing and normalizing networks, components and processes while ensuring system data and access security through proper information assurance management. Solid team leader and project manager skilled at reporting, facilitating, hiring, mentoring, appraising staff and implementing policies and procedures.

Substantial expertise in operating systems for Windows NT/2000/2003/XP, Vista and Macintosh. Network experience in Microsoft, Novell, Ethernet, LAN/WAN, TCP/IP, localtalk/ethertalk, Netware IPX/SPX, UNIX, TCP/IP, NFS, Appletalk, SMTP Gateway, Microsoft Exchange server, and classified computer security.

PROFESSIONAL HIGHLIGHTS:

- Consistently receive highest possible performance review ratings for Job Knowledge, Productivity, Initiative, Dependability, Responsibility, Cooperation, Communication and Procedure Compliance in annual reviews.
- Overcame technical challenges in converting multiple small networks into a larger, upgraded networked organization while effectively dealing with perceived and actual resentment from affected workers and simultaneously leading team to very successful on-time migration.
- Effectively and securely paced the implementation of network systems, connectivity, firewalls and overall security in the F-82 fighter network system, often tactfully overcoming ill-advised demands that would have diluted the security, data protection and reliability of the system.
- Persevered through daunting technical and interpersonal challenges when brought in to stabilize and normalize a vital network for the Flight Training Systems Program Office. Recognized as team leader and group mentor.
- Exercised patience and diplomacy in convincing HAFB Joint Strike Fighter (JSF) program directors to allow the 185th CG access to the JSF network after implementing technical firewall solutions. These firewalls were critical components implemented in protection of proprietary and contractor-sensitive data.

AWARDS:

- Team Award for exemplary support of F-82 Mission, 2007.
- F-82 Condor Lean Award for procuring and implementing a secure Citrix remote access solution for the F-82 office and conducting formal training classes at Holmes AFB, 2005.
- Acquisition Security Team Award, F-25, Aeronautical Systems Division for protection of Joint Strike Fighter data and systems, 2001.

ADDITIONAL RELATED EXPERIENCE:

Technical leader for all MIS functions in support of the National Aero-Space Plane (NASP) Systems Program Office, ASC/NA, located at HAFB, NE, from 1983 to 1990. Supervised three Systems Analysts.

- Managed Novell Netware 3.1x System Administration and Security.
- Trained eight technical staff in service operation for some of the first desktop computers installed at HAFB; performed trouble-shooting and repairing of electronic equipment contrasted to current-day disposability.
- Managed network of three Netware servers, SUN UNIX workstations/NFS servers, SQL server, multiprotocol DOS/Windows PCs, multiprotocol Macintosh clients (including classified systems), sophisticated Ethernet and LocalTalk cable plants, tape backup system, mail gateways, dial-in/out access, connections to base-wide, national and international WAN, client-server database access and administration, maintenance and redesign/reconfiguration of network cable plants.

- Installed hub and other networking equipment, including new servers, AppleTalk routers, tape backup systems and new backup power systems.
- Performed maintenance on Sybase databases and associated systems in support of NASP Digital Library Management System.
- Documented and coordinated system configuration and administration procedures, formal and informal training of other support personnel, documenting preventative maintenance procedures.
- Produced contingency plans for access by other MIS personnel.
- Provided software support to computer users at the NASP Joint Program Office (NASP-JPO) as well as hardware support for numerous computer systems.
- Prepared formal and informal demonstrations of numerous computer systems and software packages and served as subject matter expert for DOS/Windows and Macintosh Client and PC applications.
- MIS liaison between the JPO and NASP detachments such as the NASP-NIO in Medstation, MD, and the National Program Office (NPO), located in CA.
- Sustained and leveraged broad knowledge of Internetworking in Department of Defense environment, including UNIX System Administration and Security.

AREAS OF EXPERTISE:

Network administration; network security management; software support; project management; Information Systems Security Officer; third-tier support; information assurance; mentoring and staff leadership; Notice to Airmen (NOTAM) and Time Compliance Network Order (TCNO); Windows NT; Windows 2000; GOTS; COTS; SMS; SQL; FTP; RAID; Certification and Accreditation; LAN; WAN.