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I. PROFESSIONAL PROFILE:

The following demonstrates my ability to perform various duties and responsibilities in the Information Technology field my fifteen years as a Senior Systems Engineer/Information Technology Specialist /Analyst working on Government contracts and Military projects validates my extensive knowledge and expertise in Information Technology.

Additionally, I have 25 years of fostering an environment of trust and inclusion, which produced greater effectiveness and efficiency in managing people and resources including: directing and coordinating organizational units; managing and training personnel; developing, establishing and monitoring productivity goals; and managing special projects. I am accustomed to operating in complex management environments. I am sensitive to maintaining professional level communication and logistical control with those I interface; whether it is with a manager, supervisor, peer, or subordinate.

Core Specialties:

1. Information Technology
2. Security Management
3. CyberForensics
4. Disaster Preparedness,
5. Continuity of Operations
6. Software Management
7. Equipment Management
8. Quality Assurance
9. Facilitator, Trainer, and Mentor

II. PROFESSIONAL EXPERIENCE:

DEPARTMENT OF HOMELAND SECURITY

Senior Systems Engineer/Information Technology Specialist

TSA Transportation Security Administration (TSA) State of Utah

July 2007 - Present

Salary: \$ 67000

Full-Time

Responsibilities: Provide comprehensive information technology system support, project management, maintenance, and training for TSA. Support information technology requirements for Salt Lake City International Airport and 6 spoke airports, two offsite office locations and 500 plus employees (including the executive staff of the Federal Security Director (FSD)). Routinely addresses key technology challenges faced by TSA. Perform hardware and software installations and provide high-level customer support, technical support, training in applying hardware, software systems, and information technology. Onsite project manager for all information technology related projects TSA-Utah including systems upgrades, configuration changes, troubleshooting, and building expansion to customer requirements. TSA Information Technology. Responsible for determining source of IT issues, and resolving them effectively and efficiently. Responsible for IT project coordination with SLC International Airport Information Technology Team and phone departments. Have ultimate responsibility for resolving network problems and providing technical support that often includes network outages, system configuration changes, software upgrades, hardware upgrades and building upgrades. Responsible for the appropriation of organizational objectives.

Accomplishments: Project Manager responsible for the opening of four new facilities (Saint George Municipal Airport, Wendover Airport, Provo Municipal Airport, and TSA Regulatory Office). Designed Hi-SOC Ethernet network, and wrote statement of work (SOW) that detailed work activities, deliverables and timeline that the vendor would perform. Coordinated and supervised installation of network ensuring all deliverables were accomplished ahead of schedule and under budget. Directly responsible for information system design in new emergency response center, to include system cabling, equipment selection, space optimization, and advising management concerning all major aspects of Automatic Data Processing (ADP) system design to include coordinating system interrelationships, operation modes, system software, and equipment configurations. Project Manager for airport upgrades including secure Internet Protocol address change, KRONOS time clock installation, Security Coordination center remodel. Responsible for all IT project coordination with SLC International Airport Information Technology Team, and phone departments. Coordinated training and instruction for TSA personnel as required for information assurance, computer security, provides guidance in purchasing equipment,

Continuity of Operations (COOP) Communications, Information Technology, MARS, SAT Phone, and Disaster Preparedness. Member of nationwide quality analysis group responsible for system optimization, debugging, and innovation prior to information system deployments.

ECLIPSE EFI TECHNOLOGIES
Division Director & Forensic Investigator

September 2009 - Present
Salary: Consulting fees
Part-Time

Responsibilities: Director of Information Technology division responsible for the management of all division activities and fostering an environment for continued growth of the division and the company. Responsible for fostering an environment for conducting skilled computer investigation, analysis, and gathering evidence suitable for presentation in a court of law. Ultimate accountability for the preparation of technical written reports on forensic data collection for evidence in court, performance of computer and network forensic examinations and investigations in support of security and forensic investigations and intrusion incidents. Managed the examinations of all digital media, included but not limited to computers, cameras, cell phones, PDA's, flash or thumb drives, networking devices and other digital media. Responsible for managing the forensics lab and equipment.

Accomplishments: Created and maintained forensic processes and procedures based on industry best practices. Develop and maintained documentation to support the forensic and investigative processes and procedures. Developed and implemented the Investigative Plan to perform the investigation and analysis. Established and managed methods of collection, protection, analysis, and retention of evidence. Developed and implemented processes and procedures used in digital evidence collection and examination. Established best practices for accurate and timely completion of cases. Provided leadership and consultation to team members. Created and implemented processes for receivables, inventories, and physical evidence.

COLORADO TECHNICAL UNIVERSITY
Adjunct Instructor

December 2010 - Present
Salary: \$12200
Part-Time

Responsibilities: Adjunct Instructor: Teach courses as assigned by the Dean of Adjunct Faculty and provide meaningful learning of the course competencies in the curriculum and proactively support all facets of the online learning environment. In addition I encourage a culture of learning that values mutual responsibility, diversity and ethics as well as personal and professional development. Courses include training on basic computer programs for business such as word processing, spreadsheets, databases, basic graphic design and web page development. Course structure spans different levels from basics to advanced instruction at one time.

INDEPENDENT CONSULTING - ROBY TECH LLC
Owner

January 2002 – Present
Salary: Consulting fees
Part-Time

I started RobyTech's in 2002. It is a Consulting Service that provides comprehensive information technology solution to small and medium sized businesses in the northern Utah area. I advise businesses on how best to use information technology to meet their business objectives. Specific areas of expertise include - Information Technology, Security Management, CyberForensics, Disaster Preparedness, Continuity of Operations, Software Management, Equipment Management, Quality Assurance, Web Design, Computer Hardware Design, and Training.

Accomplishments: Secured wired and wireless networks for client whose wireless service was broadcasting to unauthorized areas. (I.e. Layton Hills Mall.) Provided consultation and technical support to clients ranging from manufacturing new computer hardware and software to the transference of proprietary IT assets to new computer systems. Provided numerous clients with expertise ranging from simple computer solutions to advanced, technical computer support.

UNITED STATES AIR FORCE
(Retired Technical Sergeant)
Base Software License Manager
Base Equipment Control Officer

June 1987 to July 2007
Salary: \$ 43,078.00
Full-Time

Responsibilities: Ensured the information technology (IT) systems and applications were secured, supportable, sustainable, and compatible with the Air Force Enterprise Network, the Air Force IT Infrastructure and all Department of Defense information technology systems. Demonstrated extensive knowledge of prevailing IT practices in government agencies hand selected to manage wing software license, and Automatic Data Processing (ADPE) programs.

Accomplishments: Maintained IT applications, evaluated and monitored activities, and reported on accomplishments and discrepancies within the agency. Managed and conducted Software License Management and Anti-Piracy Training according to Executive Order. 13103. Provided expertise that ensured executive agencies of the U.S. Government acquired, reproduced, distributed, transmitted, and used computer software in compliance with international treaty obligations and federal law, including the Copyright Act; additionally I ensured executive agencies maintained only legal software on their computers and computer networks; and managed proper storage of license agreements, licenses, and physical software media in a secure location. Supervised and maintained the accountability of all Automatic Data Processing Equipment (ADPE) valued at \$5.3 million owned by the 388 fighter wing, provided guidance in purchasing equipment, and determining the method used to account for all ADPE. Managed 75 Equipment Custodians in conducting annual inventory requirements of all ADPE assets assigned, and performed announced/unannounced audits of all thirty-seven accounts. Ultimate responsibility for conducting annual training of all personnel requiring software license management and equipment custodian training for the wing.

Avionic Sensors Production Supervisor

Managed a work center with 40 employees responsible for integrated avionics activities, maintenance, calibration, and inspection of 9 avionics test stations and 65 LANTIRN Pods. I am experienced in communicating complex technical requirements to non-technical personnel. Experienced in providing technical leadership on projects, and briefing senior management officials on complex/controversial issues. I have demonstrated Knowledge of performance management tools. I have ensured compliance with directives, policies, and procedures, and I have complied with maintenance standards, initiated deficiency reports, maintenance analysis documents, technical data changes, and equipment records. I have interpreted, established, and complied with training, security, and safety standards. Ensured compliance with directives governing handling, use, and disposal of hazardous waste and materials, recorded information on data collection forms and automated systems! Directed and controlled maintenance, calibration, and inspection of integrated Avionics test stations and aircraft components. Supervised maintenance actions on avionic sensor systems equipment such as infrared detection sets, closed circuit and low light or all light level television, optical cameras, data display sets, infrared mapping sets, videotape and digital recorders, laser target designator, laser receivers, terrain following radar, sensor control systems, and associated support equipment (SE). Assembled, connected, and bore sighted flight line replaceable components. Tested installed equipment according to technical orders. Prepared aircraft for low altitude attack profiles, precision bombing, covert operations, and reconnaissance, inspected avionic sensor equipment and maintained inspection records.

Ancillary Positions/Duties/Responsibilities:

Client Support Administrator

Utilized specialized experience including superior technical, consultative, and problem resolution skills in support of all activities relating to support of clients at Hill AFB 388 Fighter Wing in all aspects of assigned projects. Demonstrated advanced knowledge of information technology and IT problem management methods and practices while providing technical assistance, support, and advice to command staff, customers and other users. Troubleshoot and interpreted problems and provide technical support for hardware, software, and systems. Created and manipulated accounts and objects in Active Directory, monitored group membership policies and ensured proper issuance of file and group permissions. Provided Technical Desktop Support services for hardware and software on personal computers and associated peripheral devices, such as: patch management, equipment moves, desktop hardware or software malfunctions, printer malfunctions, and installation of new hardware or software, desktop connectivity issues, Personal Digital Assistants (PDA), etc. Developed maintained and documented processes for desktop configuration management and associated implementation of upgrades and maintenance. Installed and integrate personal computer (PC) hardware and supported software. Design, create and test ghost images. Managed standard images using remote distribution tools. Develop and document processes for PC, printer and PC-related hardware deployment and software application deployment. Provide general troubleshooting and problem resolution. Maintain client support for Local Area Network (LAN) access and remote access via the Virtual Private Network (VPN) and wireless services. Performed analysis and assessment of performance to determine hardware, software and/or other technical changes necessary to meet operational requirement. Maintain Virus protection and manage anti-spyware software. Provided technical assistance for trouble calls, installs, configurations, upgrades, and advanced troubleshooting on communication problems, application problems, internet operation and access questions. Provided informal training to customers and other technicians on an as-needed basis. Performed upgrades, repairs, and software loading of workstations.

Avionic Sensors Security Manager

Managed facility security for a complex worth 38 million dollars. I was responsible for insuring facility security which included providing building protection, accountability of classified information, classified equipment, and a Tactical Weapons sensor system. I was responsible for employee awareness of local, global, physical and information technology security threats that could impact local systems 24/7. Remotely monitored and adjusted security systems, programs in response to emergent threats. This included Terrorist Threat Conditions and recommended responses to terrorist threats against U.S. personnel and facilities. I ensured emergency action plans were current and that all personnel were trained

in their use and implementation. I conducted random inspections ensuring all classified material was stored in accordance with DOD directives, and took immediate corrective action for any deficiencies discovered. I also recommended appropriate security policies and procedures for facility, and initiated, coordinated background security checks on all personnel as needed.

Additional Accomplishments and Achievements:

Avionic Sensors Technician was selected for specialized 6 month duty due to extensive aircraft knowledge to debrief F-111F Aircrews after tactical aircraft missions produced analytically sound and supportable reports that enabled aircraft maintenance crews to troubleshoot and repair aircraft in an effective timely manner.

Persian Gulf War (2 August 1990 – 28 February 1991), while deployed to Saudi Arabia my skills in Advanced Avionic Sensors and aircraft debrief were utilized to analyze and interpret avionic sensor video footage of real world bombing missions. This included the in-depth gathering, coordinating, reviewing, analyzing of sensor video, stored computer data and fault codes to accurately report current intelligence information to pilots and maintenance crews on the performance of the weapons system, and make recommendations for improved system performance.

Awards:

Twice recipient Air Force Commendation Medal

Twice recipient of Air Force Achievement Medal

Department of Homeland Security (Transportation Security Administration) Partnership Award

Project Lead for Beta testing RAMPOD data collection system at Hill AFB, UTAH.

III. Other Accomplishments/Projects:

Information Technologies for Small Business Corporate Connections

November 2011

Keynote speaker at Corporate Connections Information Technologies for Small Business seminar. Educated small business owners on new information technologies to include Smart Phones, Tablets, Netbook, and Cloud Storage Solutions. Discussed the importance of selecting the correct IT solutions to help small businesses prosper in a tough economic market. Attended by 15 Layton small business owners.

Northern Realty Business Operations Seminar

January 2009

Keynote speaker at Business Operations seminar conducting a comprehensive overview on protecting small business. Topics that were covered include; Continuity of Operations, Disaster Preparedness, Data Backup, Malicious Software Protection, Identity Theft, and Wireless Security. Attended by 45 realtors and other small business owners.

Designed Secure Data Conferencing Center

June 2006

Designed Secure Data Conferencing Center fully compliant with Information Assurance Requirements and Managing Cross Security Domain Risks. Conferencing center was certified as being fully compliant with DOD Type 1, 2, 3 encryption standards. Key factors to design was Data security and network access control, Physical Security (room location, potential for eavesdropping / spying, sound isolation, radiation protection / TEMPEST certification)

Designed computer network for Hill AFB Junior Enlisted Center

Feb 2007

Procured and installed 10 computers for new center opening with 24 hour deadline. Upgraded network from 10 computers to 36 computers and 5 network servers running Red Hat Linux and Windows XP operating systems.

IV. EDUCATION:

EDUCATION

Masters of Science in Management Information Systems Security **2006**
Colorado Technical University, Colorado Springs, CO

Bachelor of Science Information Technology **2004**
University Of Phoenix, Phoenix AZ

Associate of Arts Professional Focus in Aviation Technology **2003**
University Of Phoenix, Phoenix AZ

Associate of Arts Avionic Systems Technology **2003**
Community College of the Air Force, Gunter, AL

CERTIFICATIONS

- Dell Certified Desktop and Laptop Technician
- Dell Certified PowerEdge, PowerConnect Technician
- Dell Online Self Dispatch Policies & Procedures
- Certification Project Management (CTU)
- Security Certification and Accreditation (CTU)
- Information Systems Security (CTU)
- Information Systems Security Management (CTU)
- Principles of Emergency Management (FEMA)
- Leadership & Influence (FEMA)
- Decision Making and Problem Solving (FEMA)
- Continuity of Operations Awareness (FEMA)
- Continuity of Operations Program Manager (FEMA)

TECHNICAL SKILLS

Operating Systems/Software

- Microsoft Windows 7, Windows XP, Windows 2000 Windows 98 desktop operating systems
- Linux – Apache, Webmin, Samba
- Microsoft Office 2010, 2007, 2003, Microsoft SharePoint 2010
- Knowledge of Windows Server 2003, Microsoft Active Directory.
- Symantec Endpoint Protection Console, Symantec Anti-virus Center Systems, and Ghost Cast Server
- Extremely knowledgeable many widely used software applications
- Action Request System Remedy Corp Enterprise Systems Management Console
- Adobe Professional, RAMPOD, Core Automated Maintenance System (CAMS)
- Enterprise Systems Management (ESM)
- NETpromax Digital Video Surveillance
- Expert in computer troubleshooting and repair, and construction

Electronics

- Advanced Electronics
- Electro-Optical Repair
- Laser Repair and Calibration
- Closed-Circuit Television (CCTV)

Programming

- Web Programming (HTML)
- Knowledge of Object-Oriented Programming C++
- Knowledge of Advanced Visual Basic
- Knowledge of Unix, SQL, ERP

Forensics

- Computer Investigations
- Cell Phone Analysis
- Data Acquisition
- Data Recovery
- Report Writing
- Knowledge of Encase Forensic v6
- Knowledge of ProDiscover® Forensics
- Knowledge of FTK
- VMware Workstation 6,7,8
- Live View

