

Robert Smith
Victorville, CA 92394
(909)486-3759



Career Summary:

I began my Information Technology career by joining the Army to become MOS 25F which in a nutshell was a telecom position. Gaining valuable experience, I was honorably discharged and recruited by Perot Systems (a managed service provider) to operate a VOIP telephone system for one of their home-builder clients. I then transitioned to another of Perot's clients in the Healthcare sector applying my computer skills to support several Electronic Healthcare Record (EHR) implementations on the west and east coast. Perot Systems was acquired by Dell. I was laid off from Dell due to a workforce reduction & restructuring so I began doing work for DoD as a contractor and government employee, filling mostly Cybersecurity roles. The lure of remote work then brought me back to working for MSPs where I was part of a team that maintained Antivirus suites for multiple Fortune 500 clients.

Accomplishments:

Installed thousands of networked devices in support of 3 major EHR initiatives, on schedule and within budget allowing hospitals to receive time dependent government incentives for 'Meaningful Use' adoption of EHR systems.

Created process utilizing USMT in my organization's environment. This enabled fast & thorough mass desktop replacement, all while minimizing impact to the user. My process became standard training for >100 service techs.

Recipient of Army Commendation, Army Achievement, Iraq Campaign, Good Conduct, Global War on Terrorism Service Medals & Driver's badge.

Employee of the month – from Perot Systems for successful go-live of Harbor Hospital EHR systems.

Received 'Outstanding Performance Award' for support on the USMC IT SIPRNet Support contract from Jacobs.

Provided detailed ACAS & STIG vulnerability and remediation reporting to senior staff that was instrumental to success of Command Cyber Readiness Inspection (CCRI) at NAVAIR Point Mugu.

Work History: (References available on request)	
Jan 2020 – Jan 2022 NTT Data Security Analysis Specialist	Responsible for vulnerability scanning, antivirus suite, investigation/response to threats, and user access administration and provisioning activities for various systems
Aug 2017 – Oct 2019 Atos Security Consultant	Remote Endpoint Security engineer for managed services provider, specializing in McAfee ePO managed antivirus suite. Configure products to align with PCI and HIPPA requirements, provide support to auditors
Nov 2016 – Aug 2017 DirectViz Solutions / Katmai System Administrator	Government contractor providing best practice implementation and deployment of network devices, Vulnerability remediation, Switch upgrades, TIA586B punch-down & cabling.
Nov 2014 – Nov 2016 US Navy GS-2210 IT Specialist	Ensured compliance with STIG & CTO directives, gather information required for POA&M to further RMF and accreditation efforts. Leader of a small team of DoD contractors in this role.
Feb 2013 – Nov 2014 Jacobs System Administrator	Government Contractor responsible for overseeing and maintaining NOSC infrastructure & appliances. Supplied IA ATO support, analyzed network systems, assisted with ATO and system vulnerability scanning support, respond to IAVA/IAVB.
Mar 2006 - Nov 2012 Perot Systems / Dell Services Network Analyst	Responsible for IMACs of VOIP telephone system, roll-out of networked EHR endpoints, & provided on-call support meeting stringent SLA requirements. Heavy travel.
May 2001 – Apr 2006 US Army MOS25F	Network Switching Systems Operator Maintainer. Installed, operated and maintained tactical voice, video and data communications, responsible for troubleshooting & installation of LOS microwave, satellite, and tropo-scatter radio links onto NIPRNet, SIPRNet & PSTN.

Education: (B.S. in progress)	
Western Governors University Information Security	31 Units
Victor Valley College Information Technology	26 Units
Chaffey College Information Technology	30 Units

Certifications:

Current pursuit: CompTIA Linux+

Software Experience:	Hardware Experience:
<p>Windows Windows Server Red Hat & Debian Linux USMT Cisco IOS Cisco Call Manager Cisco Unity Altiris Acronis Symantec Ghost VMWare VirtualBox Wireshark Microsoft Office Dameware VNC McAfee ePO / HBSS Symantec Antivirus DISA STIG viewer & SCC Sourcefire / Snort IDS Putty & WinSCP Secure CRT Pumpkin TFTP Vulnerator Nessus / ACAS Host Data Loss Prevention Rogue System Detection Host Intrusion Prevention VirusScan Microsoft SQL Wireshark McAfee ENS Threat Prevention Crowdstrike</p>	<p>PCs Servers Laptops Tablets Motorola MC70 handhelds Symbol bar-code readers Workstations on wheels Laser printers HP Jet Direct Zebra thermal printers Ink-jet printers Impact printers Wireless access points VOIP phones Routers Switches LOS transmission systems UPS systems T586B Patch panels Cable Management KG-175D Singars Radio Electronics / Soldering Hirsch Access Controllers PA Systems Network Data Loss Prevention</p>