

# Robert Diaz

## IT Management & (CISSP) Professional

Lynchburg, VA

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IT and Management Expert with BBA & 11 years progressive information technology and security management experience.

2017 MBA candidate

(Living in Abu Dhabi, but able to relocate anywhere in the world).

Willing to relocate: Anywhere

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Management Consultant

CyberPoint International - Abu Dhabi - December 2014 to Present

##### Responsibilities

different tasks every day, ranging from training new staff to going to remote sites to test and approve incoming systems and projects.

##### Accomplishments

Collaborated with the contracted systems integrator to advance and improve the \$400 million

mission development program.

- = Led initiatives to identify mission design shortfalls, which improved system performance.
- = Developed and implemented staffing plans, to include work surge requirements.
- = Advised NOC Director in identifying and executing mission requirements.
- = Identified skill sets of team members and developed training programs to bolster individual capabilities.
- = Managed a team of 30 comprised of cyber analysts, threat intelligence analysts, and engineers.
- = Initiated development of national level cyber security policies and procedures.
- = Increased output by 100% through process standardization and improving work

##### Skills Used

People Management, Logistical Management, Training and Development of staff

#### Sr. Communications Analyst

Summit Midstream - The Woodlands, TX - August 2014 to December 2014

##### Accomplishments

- Created Documentation and new Processes via Serena Business Manager to implement process improvement and facilitation of millions of dollars in SOX compliant contracts.

- Managed and implemented a fleet tracking system to manage 2.1 Million in assets and vehicles.

### **Information Systems and Global Command and Control Administrator**

Arma Global - Clovis, NM - October 2012 to June 2014

- Managed/Lead a staff of six System Administrators in support of Air Force Special Operation Forces client systems with network services, software systems engineering and database administration of over 300 machines.

- Managed remote support of 200 client systems, 100 laptops and 25 servers using remote management tools to achieve complex analysis, design, testing, implementation and support of assigned application systems and projects.

- Recommended process improvements when needed and created documentation to support and train users, to include physical security counter measures and network encryption.

- Coordinate, prioritize and mitigate weekly workflows, tasks, impediments, timelines and completed items for the System Administration Team.

- Provide database administration support for Air Force Special Operations flight scheduling and flight records. Support which includes administration of over 1500 user accounts, daily backup of database, implementation of database patches and client user support.

- Direct the implementation and performance tuning of system patches through customer collaboration, which reduced patching by 3 weeks and slashed update times from 15 to 5 days.

- Manage preventive maintenance plan for 300 client systems and 25 servers throughout the AFSOC domain and provide input to senior leadership to ensure all equipment function is efficient.

- Use Agile Unified Process Methodology with Scrum principles to develop system patches, products and solutions that improved and secured client machines. Supported ROC communications to include coming in on off days and off time when they were not flying to wrap up system updates that were impeding my team to keep them in track with 90%+ completion in 2 weeks.

### **Lead Information Assurance Systems Admin**

MTS - Lynchburg, VA - September 2010 to May 2012

- Project Leader proven in the development of new software and security applications for a diverse portfolio of customer needs.

- Exceptional communication and relationship management skills that were applied to facilitate the building of strategic military and civilian working relationships saving over 33% on IA costs.

- Worked with all sectors of business including finance, pre-sales and proposals where cost, scope and quality management are critical factors in winning clients and building rapport with customers for future projects. Slashed payroll/benefits administration costs 30% by negotiating pricing and fees, while ensuring the continuation and enhancement of services.

- Provide hardware support to include fault-isolation, system configuration, installation, and troubleshooting of Windows based servers, desktop and notebook computers, printers, plotters, digital senders, scanners, and KVM and KMM switches.

- Traveled to Mazar-e-Sharif Afghanistan to manage to support telecommunications contract, controlling scope and managing change for DOA's (Department of the Army) evolving needs.

- Coordinate with Network Operation Center (NOC) to schedule and troubleshoot VTCs as necessary.

- A tested and capable leader of several large teams, setting up labs and testing for Avaya AS5300 and other communications systems.

- Install new systems, modify installed systems, and remove old systems from network to maximized client functionality and usability.

- Image systems with Symantec Ghost 8.5 and upgraded IFC Unclassified and Classified systems from the outdated operating system to the most current baseline operating system iteration.

### **Lead Information Systems Administrator (USS Enterprise)**

US Navy - Norfolk, VA - April 2006 to September 2010

- Manager and Leader of the Enterprise upgrade, installation and configuration of 22 network servers without displacing work queue. Coordinated the configuration and distribution of 910 workstations providing 750 man hours of direct support to the Enterprise.

- Lead numerous physical network installation projects for both CENTCOM and USAFRICOM, including the installation of all networking equipment, fiber optic cabling, terminations, and assurance testing. Installed and configured all end user equipment such as Department of Defense Intelligence Information Systems (DoDIIS) thick-client workstations, Voice over Internet Protocol (VoIP) Phones, DoDIIS Trusted Workstations (DTW), Desktop Video Teleconference (DVTC) units, and peripherals.

- Executed the engineering, design, and installation of the Joint DIA/Defense Information Systems Agency (DISA) server operations floor. Installed all server racks, networking equipment, and fiber optic/CAT 5e cabling supporting on the DIA section of floor. Terminated all single-mode and multi-mode fiber optic cable, and CAT 5e cable.

- Project manager for local area networking, accounts, E-mail and web access for 3,200 customers, while leading a staff of 38-45 people across 5 different work and data centers.

- Provided Tier 3 support to DTW thin-clients, Joint Worldwide Intelligence Communication System (JWICS), the Secret Internet Protocol Router Network (SIPRNet), and the Non-classified Internet Protocol Router Network (NIPRNet) local and remote users.

- Researched, documented, and evaluated new technologies for possible integration into current infrastructure, developed over 10 Standard Operating Procedures (SOP's) for IT team.

- Created and managed Active Directory computer and user accounts to provide for enterprise level accessibility.

- Provided Tier 2 support for Windows XP baseline, Microsoft Office, and all DoDIIS proprietary software utilizing Remote Desktop and the SCCM Remote Control utility.

- Configured and supported flag level studio based VTCs.

- Maintained current information assurance standards by applying relevant security patches.

### **IT Systems & Satellite Communication Admin.**

United States NAVY - Norfolk, VA - March 2006 to 2008

- Experienced in rapid deployable networks, I worked for special operations in Qatar and Afghanistan.

- Managed 24 mobile workstations from command while managing networks at Camp Asalayha.
- At Camp Asalayha managed and administered 4 personnel, 8 network servers, 250+ computers and 24 mobile deployable workstations. As admin responsible for servers, workstations, soft and hardware installation and implementation. Compose 2.5.1 which includes the use of VMware, VERITAS net backup, Microsoft server 2003, Exchange 2003 and extensive work with Active directory.
- Responsible for the deployment of mobile workstations at moment's notice in support of 800+ personnel from the Joint Forces Command.
- Accomplished Chief Watch Officer (SME) within first year at the command.
- While serving as Chief Watch Officer, supervised 12 skilled technicians and worked alongside 4 civilian specialists, maintaining 8 servers and over 100 workstations in support of 300 personnel while maintaining 98% up time of Microsoft server 2003s suite.
- Proven manager placed in charge of 15 people as Chief watch officer.
- Placed in charge of managing over 3,500 circuits over the course of 2 years and maintained a 97% up time on satellite communications.

## EDUCATION

### **Master's in Business Administration**

American Military University - Charleston, WV  
2016 to 2017

### **CISSP (Pending Endorsement) in Information Systems Security**

ISC2  
2014 to 2017

### **BS in International Business Management**

American Military University - Charleston, WV  
2010 to 2014

## SKILLS

CISSP, Agile Project Management, Windows Server 2008 R2, Information Security, Active Directory, Microsoft Office Suite, Project Planning, Quality Improvement, Customer Relations Management, Strategic Partnerships, VoIP Telephony, Deployment & Installation, Project Implementation, Disaster Recovery, Vendor Management, Database Solutions, Staff Training & Development, Financial Management, Budget Analysis, General Accounting, GCCS, Microsoft, Sever 2008

## LINKS

<http://www.linkedin.com/pub/robert-diaz/1a/849/912/>

## MILITARY SERVICE

Service Country: US  
Branch: US NAVY  
Rank: E-5  
March 2006 to October 2010

### Commendations:

Naval Achievement Medal for "seemingly endless" commitment to task.

## AWARDS

### **Naval Achievement Medal**

May 2010

Award for excellence in service during 2010 windows upgrade of over 3000 clients and 2000 ancillary devices.

## CERTIFICATIONS

### **ISC2 (CISSP)**

November 2014 to November 2017

Certified Systems Security Professional with over 10 years experience in the IT security and management field.

### **Comp TIA Security + CE**

April 2010 to Present

## GROUPS

### **ISC2**

November 2014 to Present

## ADDITIONAL INFORMATION

CompTIA Security+ CE

Certified Scrum Master

If hired before 16 June, I can relocate anywhere in the world at my own cost.

If hired after 16 June, I will relocate at my own cost in CONUS.