Matthew Brooks

10653 Gordon Rd, Spotsylvania, VA 22553 🏠
Cell: 703.314.1240 📞
mattbrooks04@gmail.com ✉
www.linkedin.com/in/mattebrooks in

Education

MAY 2019

Bachelor of Science in Business Administration / Old Dominion University, Norfolk, VA

Graduated Cum Laude with a major in Information Systems and Technology with a cumulative GPA of 3.56 / 4.0

MAY 2015

Associates in Arts & Sciences / Germanna Community College, Fredericksburg, VA

Graduated Magna Cum Laude with an Associates of Arts & Sciences. Dean's List spring 2015, fall 2014, summer 2014, spring 2014, and academic honors fall 2013 semester

Current Experience

OCTOBER 2021 – PRESENT

Apogee Inc, Fairfax, VA

Field Services Supervisor / July 2022 – Present

- Maintain responsibilities as a Network Support Specialist to local clients
- Ensure that all coordinators perform as required and SLAs are upheld including early detection of network issues and timely follow-up of local FSRs on a 24-7-365 basis
- Troubleshoot various types of enterprise networking equipment, including Cisco, Dell, and Aruba while also providing Layer 1 troubleshooting for clients
- Hire, supervise and train network support specialists, improving client relationships and driving end-user resolution

Network Support Specialist / October 2021 – July 2022

- Responsible for managing client's LAN networks with 6500 end users and 2038 Wireless Access Points for single customer
- Resolved end user issues pertaining to Wi-Fi and wired network connectivity while maintaining the established service level agreement
- Responds to emergency outages promptly while ensuring SLAs are not breeched
- Proactively monitor site to view the status of the overall health and performance of the network infrastructure
- Perform Layer 1 troubleshooting on network equipment, including fiber and ethernet components

Relevant Experience

JUNE 2017 – OCTOBER 2021
University of Mary Washington, Fredericksburg, VA
Lead Desk Attendant / June 2018 - October 2021

- Streamlined Office of Residence Life's StarRez Housing Database with customized advanced database triggers
- Compiled and completed audits of the university's 2900+ residential room keys
- Managed the 24/7/365 residential building front desk and supervised 15 student Desk Attendants
- Facilitated all aspects of student Desk Attendants including hiring, training, shift scheduling, and termination according to office customer service standards, Residence Life, and desk procedures
- Resolved customer issues pertaining to housing and residential building

Desk Attendant / May 2017 - June 2018

- Provided high levels of customer satisfaction to internal and external customers
- Guided students through the institution's housing and meal plan processes and procedures
- Answered telephone calls and emails for the department
- Ensured building guests were properly signed into the resident hall
- Organized campus mail and packages, included facilitating the delivery of campus mail and packages to students within the residence hall

APRIL 2014 – MAY 2015
Advantage SCI LLC, Alexandria, VA
Data Architect / April 2014 - May 2015
Joint Staff Security Office (JSSO), Joint Chiefs of Staff of Department of Defense

- Examined JSSO's paper-based processes and developed a high-level strategy and provided direction to update its processes to a web-based information-sharing technology solution
- Analyzed JSSO's Personnel Security Divisions (PSD) forms and processes to define data elements required to successfully migrate to a web-based access request-and-approval solution
- Partnered with privacy policy experts to ensure defined system requirements were compliant with applicable regulations
- Developed documentation of technical and functional requirements to the government sponsor in the form of the data requirements
- Orchestrated and implemented a Microsoft Access courier card database, used to issue and track SCI courier cards to Joint Staff personnel
- Created a Data Migration Plan to outline data elements required by the JSSO to migrate to an interim web-based access request-and-approval solution utilized by the Joint Staff Security Management Office (SMO)
- Coordinated with JSSO SMO database administrator to incorporate functional updates into JSSO SMO's Security Database (SDB), to support JSSO Pentagon's operational needs

Independent Contractor (Systems Engineer) / March 2014 - April 2014

- Tasked as an IT Systems Engineer to provide technical support and expertise to install and configure server systems in support of the company's proprietary web applications
- Installed virtualization servers with VMware ESXi hypervisor
- Configured and networked the hypervisors to support the system requirements for the company's applications
- Configured multiple virtual machines with Microsoft Windows Server 2008 R2 and Server 2012
- Launched Microsoft Active Directory, Domain Name System (DNS) server, Exchange Server 2013, Internet Information Services 7, and SQL Server 2012

OCTOBER 2005 – JUNE 2011
ManTech International / Rosslyn, VA
Cybersecurity Systems Engineer / July 2009 – June 2011
Blue Force Tracker Program, Special Projects Division Bureau of Diplomatic Security

Assigned as a Cybersecurity Systems Engineer assigned to Diplomatic Security headquarters in Washington, D.C. and directly supported the Regional Security Officer at the US Embassy in Afghanistan. This was a critical life safety program designed to protect US citizens traveling and working in hostile terrorist and dangerous environments globally.

- Supported a global security program designed to extract satellite tracker data and populate Department of State (DoS) software to tag, track, and locate personnel assigned to US Embassies located in hostile environments
- Assisted in the development and integration of the new US Embassy Tactical Operations Center (TOC) at the new US Embassy compound in Kabul, Afghanistan
- Against a complex and aggressive schedule, deployed three Department of State VMware ESX servers and Windows 2003 and 2008 Servers
- Integrated Google Earth technologies and advanced Application Programming Interfaces (API's) designed for use on the Department's Blue Force Tracking (BFT) program
- Provided systems administration for the BFT servers and ensuring IT system security programs were implemented
- Configured the Red Hat Enterprise Linux server to the NIST IT security configuration baseline
- Configured the Windows servers group policy to conform to US Department of State security standards
- Program required training and education in complex MTX hardware and satellite software, Iridium hardware and satellite software, the Embedded National Tactical Receiver satellite/COMSEC hardware and training and accreditation to conduct level 2 maintenance on Tempest certified computer systems
- Relocated and integrated the BFT platform to the sensitive, but unclassified DoS, OpenNet environment

3

Cybersecurity Systems Engineer / August 2007 – July 2009

Cybersecurity and Special Access Programs, Information Security Division Bureau of Diplomatic Security

- Deployed to the US Embassy in Afghanistan, tasked with the requirement to develop a personnel tracking database. Designed and developed the Traveler Information Tracking System, using Microsoft Access
- Installed, operated, and maintained Microsoft Windows LAN Server/Client Software and equipment
- Configured and maintained communications and encryption equipment and documented cabling schematics
- Established cybersecurity program which identified 17 policy level incidents and violations that created security risks to the unclassified, collateral and SCI networks
- Created web-based cybersecurity training program, mandated for all DoS employees
- Developed the Department of State's official web site for the DS Counterintelligence Division (DS/ICI/CI) that was placed on the classified networks for the 2008 Beijing Olympics

Cybersecurity Specialist / October 2005 – August 2007

SCI Information Assurance/Certification and Accreditation, Special Projects Branch, Bureau of Diplomatic

- Partnered with cybersecurity specialist, tasked with the development of the SCI network security programs, including certification and accreditation, penetration testing, implementation of intrusion detection systems, and network monitoring
- Assisted in the development and integration of security system standardization and inventory
- Led daily monitoring of assigned systems for performance and security; investigated security issues
- Conducted monthly security and operating systems updates of assigned systems
- Ensured assigned systems met FISMA compliance
- Developed web-based training for a General User Quiz, used on the Secret and Top Secret networks; the Transnational Diplomatic Fellows Network (used by Foreign Diplomats and their counterparts at the Department to access and share classified releasable information) Security Briefing and quiz

SEPTEMBER 2004 – OCTOBER 2005

Best Buy / Alexandria, VA

Geek Squad Agent

- Setup and configured computer systems, including hardware, software, and network equipment
- Performed diagnostics and navigated requested and recommended repairs in a timely fashion
- Phone and in-person contact with clients to reveal diagnostic discoveries and made recommendations for protecting and defending client devices
- Partnered with other team members to ensure proper documentation of client requests and worked performed
- Demonstrated strong ability to prioritize and multi-task in a fast-paced environment

Technical Proficiencies

- Nessus
- LAN Networking
- VMware ESXi
- Cisco Switch CLI
- Active Directory

- Linux (CentOS 7)
- Apache 2.4.6 (HTTPD)
- Troubleshooting
- Attention to detail
- System Development Life Cycle (SDLC)

- MySQL Server
- Microsoft DNS and DHCP server
- Postfix
- Windows Server Operating Systems

Activities

TECHNICAL TRAINING

A+ Certification: 2012 (220-801 and 220-802) Exam Objectives Prep Course at ONLC	2015
Threat Guard Secutor Prime Certification and Accreditation Software Training	2007
Field Repair Training for Tempest I PCs, Advanced Programs Inc	2006
Field Repair Training for Tempest II & Zone PCs, Advanced Programs Inc	2006
Joint Enterprise DoDIIS Infrastructure (JEDI) Software	2005