

William Howell

Summary

My end goal is to be involved in Cyber-Security as a long term career. My current education program is giving me the tools that I need which is preparing me to move in that direction in the near future. The purpose of this move is to secure a position with a company that will allow me to be a vital part of the team and to learn the skills that I need to be a better Cyber-Security Expert.

Certifications

A+, Network +, and Security +
ITIL Foundation
CIW Webmaster
CIW Web Security Associate
Active Secret Clearance

Experience

Securigence, LLC System Administrator / Site Lead March 2020 – Current
Scott AFB, Illinois

- Skype / Lync account set up
- BMC Remedy Trouble Ticketing System
- Account Creation through Active Directory
- Remote Log in through SCCM (Configuration Management Control) and RDP
- Patched Windows Systems
- Pushed Software and Repair through SCCM
- Provided Customer Service
- Served as a Lead for a team of 5

GDIT System Administrator May 19 – March 20
Scott AFB, Illinois

- Supported the Communications Operations & Maintenance Functions (COM-F) contract.
- Provided full support for multiple bases through NetIQ by monitoring alarms for disk space, temperature thresholds, researching alarm notations to help determine the course of action for our system administration team, and monitored RAID drives for failure.
- While working with NetIQ, I helped thwart multiple system shutdowns due to high temperatures and worked alongside the bases' IT teams to resolve those issues.
- Installing, Configuring, operating, and maintaining system hardware, software, and related infrastructure
- Ensured system hardware, software, operating systems adhere to customer SLA
- Review of system logs and events through Event Viewer
- Patching and upgrades of the servers and software
- Applied Time Compliance Network Orders (TCNA)
- Applied Information Assurance Vulnerability Alerts (IAVA)
- Installed and Supported Server Hardware
- Ensured Trouble Tickets are documented and closed as they are resolved

GDIT**Help Desk Representative**

Sep 17 – May 19

Scott AFB, Illinois

- Supported the Communications Operations & Maintenance Functions (COM-F) contract.
- Provided Support for the C2 Systems supported by the COM-F contract.
- Responded to requests for technical assistance in person, via phone, electronically, and walk-in.
- Tracked and monitored systems' operations and responds to faults, alarms, abnormalities, or potential issues, diagnosing and resolving technical hardware and software issues.
- Advised users on appropriate steps to take to resolve their issues if within the realm of Level 1 or Level 2 helpdesk support, ensuing closed trouble tickets accurately reflect what the actual issue was and how it was resolved.
- Provided notification for designated personnel when a trouble ticket becomes Operations Reportable (OR) in accordance with each systems' OR Criteria.
- Created, changed, and deleted user accounts per request in addition to adding/removing privileges.

Joyce Meyer Ministries**Customer Service Representative**

May 07 – Jan 17

Fenton, Missouri

- Resolved partner issues and troubleshoot problematic areas.
- Provided telephone and in-person support which included but is not limited to setting and resetting passwords, tracking and resolving customer service inquiries, monitoring of known web issues, assisting in the installation of
- the Enjoying Everyday Life Bible CD Software for partners, installation and troubleshooting of the Everyday Life App, testing and finding bugs within new webpages, troubleshooting and repairing online account issues, and changing settings along with processing emails, documentation and merchandise orders.
- Created and maintained the Customer Service Issues Log and Archives along with multiple documents that assisted the Supervisor of the Customer Service team.
- Discovered issues behind the scenes in orders and requests not coming over the network to the platform, located orders, repaired account issues that came across the network to the platform, and changed settings with partner statuses on the website and e-store privileges.
- Assisted in the creating of the Quality Assurance template in the Call Center, tested Microsoft Dynamics NAV in Canada with the PMO, processed reports for our Canadian office, and provided correspondence with our partners, inmates, and friends through our Canadian Office.
- Provided the training and development of Call Center Representatives in Studio Enterprise, provided training sessions, created a One on One coaching session to assist representatives in learning the Studio Enterprise Software.

Education

Southwestern Illinois College

A.A.S. Business Administration and Management

2012 – 2014

Western Governors University

B.S. Information Technology and Cyber Security

2019 - Current