

Martin Walsh

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Objective

- To go forward in my career, seek out solutions for challenges, teach others methodology to improve productivity.

Education

CERTIFICATION PROGRAMS | SECURITY

- CompTIA Security +
- (ISC)² CISSP

CERTIFICATION PROGRAMS | MICROSOFT

- Major: MCITP Server 2008, Enterprise Server 2008
- Minor: Windows 7, Server 2008, Networking
- Related coursework: MCP, MCITP, MCSA, MCTS

CERTIFICATION PROGRAMS | UNIVERSITY OF MARYLAND FIRE AND RESCUE INSTITUTE

- Major: Fire and Rescue
- Minor: Fire service instruction
- Related coursework: Fire Fighter 1 & 2, Rescue tech (vehicle, ropes, confined space, surface water, hazardous materials), Instructor 1-3

CERTIFICATION PROGRAMS | EMERGENCY MANAGEMENT INSTITUTE - INDEPENDENT STUDY PROGRAM

- Major: Incident Command Systems
- Minor: NIMS, Animals in disaster, managing volunteers
- Related coursework: ICS 100, 200, 300, 400, 700, and 802-9

Skills & Abilities

MANAGEMENT

- I have served as a leader in both formal and informal settings throughout my career. I have the ability to rapidly assess situations and the experience to make the decision when it needs to be made or to inform leadership of their solution options, when the decisions needed are above my level. I take the time to understand my people and what motivates them.

ATTENTION TO DETAIL

- I have always known the value of detail. Being aware and proactive can mitigate many of the threats that face IT organizations. Knowing the right questions to ask and understanding your environment also is key in saving time. With reduction in staff size, it is important to track details while maintaining an enterprise level vision to reduce unscheduled outages and business impact.

CUSTOMER SERVICE

- Working in IT at the levels that I do and have, demands exemplary customer service skills. Whether briefing a General Officer, conducting a training for the workforce, or spotting that issue trend that indicates an environmentally wide issue. It all comes down to service. If there are no users/customers there is no need for you. How you service them is how your personal and your organization's reputation are built or destroyed. I have helped take the places I have worked to new highs in customer service.

ORAL COMMUNICATION

- I demonstrate my oral communications skills every day. I do this through teaching, briefing and phone support. Without good oral communication skills, it's impossible to communicate your point in a timely manner. While formal written documentation is critical, it can rarely be effectively achieved without good oral skills to get an initial understanding or an issue from the various viewpoints available. Poor oral communications skills lead to misunderstandings and that will have a negative impact on the morale of the people involved.

PROBLEM SOLVING

- Since I achieved Sr. Administrator positions and above, there have been times that I have been responsible for not only troubleshooting but have been the final level of incident escalation. I am familiar with everything from power to radio, to networking (LAN and WAN), to data logical processing, to PKI, etc.... With the aid of Google there is very little that cannot be corrected if it once was working. With proper research there is very little that cannot be accomplished and accomplished in a method that reduces or eliminates threats from the change to the rest of the environment.

Experience

CONSULTANT, IT DEVELOPMENT DELL INC. 1 DELL WAY. ROUND ROCK, TEXAS 78682 | 9/2013-PRESENT

- Remote employee supporting a major aerospace corporation. Administering systems that are part of US Government sponsored programs. Working with several operating systems and network configurations.

ENTERPRISE ADMINISTRATOR | US ARMY, 20TH SUPPORT COMMAND, G6 | 10/2010-9/2013

- Part of the team responsible for complete virtualization of our server environments. Tier 3 level advanced customer support and troubleshooting. Supporting customers in multiple countries, operating three different domains, troubleshooting issues across multiple circuits, including satellite connections. In affect operating three private cloud infrastructures. I have had the honor or assisting the unit in forward roles in South Korea as well as CONUS missions. I server as the primary for PKI certificate issues, and Cisco Unified Communications Manager VoIP.

SR. SYSTEMS ADMINISTRATOR/TECHNICAL LEAD | US ARMY, NETWORK ENTERPRISE CENTER, ABERDEEN PROVING GROUND MD | 02/2008-10/2010

- Acted as Branch chief for the NEC systems administration team. Over saw full remodel / relocation of 2 server farms, and the administrator's work areas. This NEC servers over 10,000 customers needs on the installation. This branch is responsible 3 tier customer service and troubleshooting. It maintained the "Big Picture" for installation. I also served as the technical lead and customer liaison for single DOIM project. Meeting with and addressing installation tenants' needs to allow them to fulfill their missions. I also served as the chair of the installation Technical review board on several occasions.

SR. SYSTEMS ADMINISTRATOR| CACI| 04/2004-02/2008

- Sr. Systems Administrator, Subject matter expert for active directory, windows operating systems registry, SIPR configurations, hardware setup and power requirements. Worked with fiber SAN. Prior to 10/2006 I worked in several areas including Tier 1 help desk, Tier 2 field technician support, Staff duty officer, and post operator.

SYSTEMS ADMINISTRATOR| STC| 10/2006-05/2007

- During this period I worked full time for STC and part time for CACI. Primary administrator responsible for antivirus, and accounts. Performed other system administrative duties as needed. Work performed here was on the DREN (Defense Research and Engineering Network.)