Winter Springs, Fl   407-437-6201   grace@gmrbowden.com

Grace Bowden

IT specialist whose qualifications include a degree in Web Development and Cisco Systems. Systems Security, Linux and Windows Servers.

Please see this resume with work samples here: http://gmrbowden.com/

Skills

- **WEB DEVELOPMENT**
  - PHP, HTML5, JavaScript, jQuery, Foundation, Bootstrap, Apache, IIS, Perl, CGI, SSI's, XML, NodeJS, JSON.
- **SYSTEMS**
  - Linux-Based Servers, Backtrack, Red Hat, Debian, Slackware, Windows Workstations, Windows Servers, Active Directory, Windows HyperV, VM server/desktop, ESX Virtualization, Cisco IOS.
- **NETWORKS**
  - LANs, WANs, vLANs, VPNs, Routers, Switches, Firewalls, Cisco, HP, Dell, Juniper.
- **SOFTWARE**
  - Heat, SM7, Remedy, GroupWise, SMARTnet, WireShark, NetStumbler, MS Office, Putty, VirtualBox, NMAP, TCPdump, Whois, MTR, IPtables, Antivirus, Kismet, dig, SolarWinds, VMware, Splunk, Nagios, NetStumbler, Shell Scripting, Nmap, Zenoss, Nagios, Apache, CCM, CCMx, Unity, People Soft, Service Now.

Employment

Virtual PC Repair (Orlando)   *July 2005 - current*
Network Engineer / Contractor

- Maintain and support various home and small business networks remotely via Online Website Network Consulting.
- Provide software consulting and solutions for both home and small businesses
- Perform security audits and monitoring
- Services included Home Repair/Maintenance
- Setup and secure wireless networking for homes and businesses.
  - --Independent contractor for 3rd party contracting companies including:
    - For TekSystems as Install Technician for Darden- *July 2014 – Dec 2014*
      - Build table map systems using Hostess builder for new Red Lobster restaurants.
      - Install Comark systems on 2012 HyperV server environment for refrigerant control sensors.
      - Troubleshoot and repair/reimage POS domain system issues using SCCM.
      - Work with the helpdesk to resolve support issues using Remedy ticketing system.
    - For Computech City as a Senior IT Specialist - *2013*:
      - Provide tier 3 support for numerous Medical complexes throughout the Orlando area.
      - Monitored and maintained all customer supported network infrastructure including:
      - SonicWall appliances, network switches, Windows domain servers, EMR systems, workstations, and networked printers
    - For OHM as Ops Support Analyst III for NMCI- *2012*
      - Ensured Department of Defense Directive 8570.01-M security standards compliance was met on all networked equipment.

- Worked extensively with USN, USMC personnel to resolve both Classified and Unclassified military base network, systems and equipment issues.
- Performed diagnosis and solutions for group policy issues affecting East coast users.
- Directly handled security IDS/IPS alerts and 802.1x port security violations.
- Performed scans and removal of viruses, malware, Trojans, key loggers etc on any Navy/Marine affected device.

o For TekSystems as Install Technician for Darden- *Sept 2011 - Feb 2012*
- Coordinated KDS remote install with onsite technicians for 360 Longhorn restaurant locations.
- Reviewed and confirmed system placements to comply with restaurant code requirements.
- Responsible for troubleshooting and testing all systems for proper functionality and remote connectivity including switch/router configuration and IP assignments.
- Logged any vendor issues or missing equipment.
- Received PO's and invoices for all project related purchases into Oracle DB.

o For Tech USA as Help Desk Coordinator for Adacel - *June 2011- Dec 2011*
- Lead a team of 10 help desk support personnel.
- Helped implement new policies and procedures.
- Assisted FAA and Military with Linux based simulation software issues.
- Conducted annual telecoms and site visits with customers.
- Submitted monthly ticket and issue reports. Reviewed ticket entries in ticketing system.

CTI / Presidio (Orlando)   *April 2008 - June 2011*
Network Operation Center Technician

➢ Monitored and maintained large scale networks worldwide to guaranteed network connectivity.
➢ Built and configured Linux servers utilizing Vtun or OpenVPN to deploy onto networks for monitoring all network devices.
➢ Performed circuit tests on T1 connections / worked with carriers to resolve outages.
➢ Provided support for customers with configuration modifications, or configuration of new Cisco equipment for custom networks.
➢ Worked one on one with Cisco TAC regarding hardware issues found network equipment.
➢ Worked extensively with SNMP protocols and created custom Linux scripts to scan large networks in order to collect Cisco SMARTnet data.
➢ Worked directly with Cisco, Service Now, and Zenoss engineers by providing, confirming, and troubleshooting collected SNMP data for custom monitoring.
➢ Generated custom reports to provide to customers and advised them on Cisco SMARTnet choices best suited for their network.

Seminole State College (Orlando)   *Oct 2004 - April 2008*
Helpdesk Technician

➢ Responsible for providing technical support for Seminole Community College faculty, staff, and students.
➢ Maintain network connectivity and access to databases and servers using virtual network connection software such as VNC and Remote Desktop to diagnose network and software failures on office computers.
➢ Install and maintain servers for inventory scanners, Nagios network monitor server, Heat trouble ticket system, and assist in the maintenance of numerous Linux servers.
➢ Monitor network traffic for viruses and suspicious network activity via server connected to span port running Wireshark packet capturing software.

- ➢ Assisted with the creation of Task Integration Management software for college technical support requests.
- ➢ Rebuild laptops and workstations. Assisted in the tracking, discovery and repossession of stolen laptops

Seminole State College (Orlando)   *June 2006 - April 2008*
Adjunct Professor
- ➢ Taught weekly computer related courses for the Community Education Department.

➢ **Education**

- o **2016 Seminole State College**
  - ▪ AS – Web Development Major
  - ▪ Graduated with High Honors

- o **2007 Seminole State College**
  - ▪ AS – Cisco Internetworking Specialization
  - ▪ Graduated with High Honors

- o **2006 Seminole State College**
  - ▪ CCNA Technical Certificate
  - ▪ Graduated with High Honors

➢ **Certifications**
- o NET + 2005
- o CCNA 2006
- o Cisco SmartCare 2008
- o IAA 2012
- o Dell 2012
- o HP 2012
- o Security + 2012
- o DOD 8570.01-M 2012
- o PII 2012

➢ **Clearance**
- o Government Top Secret SSBI 2012 – 2017 FAA, DOD, USAF, USMC, AAFES, USN