John D. Edwards

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228-424-2932

DHS Active Secret Clearance

**EXECUTIVE SUMMARY**

Dynamic, team-oriented professional with over 42 years of professional-level experience and training in many facets of network security, logistics, technical instruction, security program administration, law enforcement operations and administration, corrections, human resources management (HR), personnel administration and human services. Proficient in ServiceNow, Access, Remedy, SIMS and CMPRO databases, Citrix, Excel, Share Point, Microsoft Word, Power Point, Outlook, and Internet navigation and research.

**EDUCATION & RELATED TRAINING**

Bachelor of Science, Applied Computing/Networking

Minor: Homeland Security

Tulane University, Biloxi, MS Campus Graduated: 05/2014

Bachelor of Science, Sociology/Criminal Justice

Excelsior College, Albany, New York Graduated: 05/2009

A.A.S., Industrial Security

Community College of the Air Force, AL Graduated: 05/1990

Certified ScrumMaster (CSM) Certification

ITIL v4

Cisco Certified Entry Networking Technician (CCENT)

Information Technology Infrastructure Library (ITIL v3)

CompTIA Security + Certification

SIMS Certified User Training, Special Aerospace Security Services, Inc.

Certified DSS Academy Facility Security Officer

Certified DSS Academy Classified Courier
MS Excel 2007, 1-4, MGCCC
Contract, Project Control, and Purchasing, Gryphon Technologies, International
Financial Management/Budget Control

Program Management Training, Gryphon Technologies
Completed/exceeded all CMMI Level 3 Training

Dynamics of International Terrorism, USAF Special Operations Command Academy

**Dept. of the Air Force:**

• Human Resources Management Academy • Leadership/Management I, II & III

• Advanced Supervisor’s Course • Security Police Craftsman

• Information Security • Supply Custodian/Management

• Government Purchase Card Program • Equal Employment Opportunity

• Employee Relations • Risk Assessment & Management

• Financial Management • Logistics Management

**Work Experience**

**IronArch Technology 11/2020 – Present**

Sr. Technical Writer

VA/ITSM

* Supports GRC Director—special projects, higher level tasks, and coordinating with senior GS leaders
* Works across all Pillars, directly supports 7 Division Directors
* Worked several special projects; Business Value Assessment with Service Now leadership, Roles and Matrix for SES leaders, Hi Case presentation for senior leaders, CIO Townhall meetings, tracking and providing feedback to customers enterprise-wide
* Wrote Policy Letters for: CMDB Cloud Access, ITAM Charter, and CMDB Cloud Access
* Directly supports ITAM, CMDB, SCM and OCMI teams
* Review of GRC Idea/Demand Dashboard for new Ideas/Demands, determine appropriate questions for team consideration, host daily scrums and Demand Review board meetings, update Idea/Demand records (program, assigned to, assignment group, Demand Manager, etc.), customer/PO coordination.

**ValidaTek, Inc (Awarded the contract) 03/2018 – 11/2020**

Network Engineer

Network Operations Center: Stennis Space Center, MS

* Performs duties as Shift Team Lead; responsible for all operations during the weekend shift
* Subject matter expert on Network Operations Center (NOC) operations—authored knowledge based standard operating procedures and checklists to enhance NOC operations
* Trains/mentors newly assigned team members
* Remotely configures router, switches, wireless controllers, and access points
* Monitors over 250 world-wide USCIS networks for stability and outages via SolarWinds and New Relic tools
* Troubleshoots Firewalls and makes changes as required
* Responds to customer requests, troubleshoots Cisco Networks LAN/WAN issues, documents incidents, and provides root causes analysis
* Upgrades IOS for over 2,000 Cisco devices; router, switches, and WAN optimizers. Utilizes Cisco Prime to push software images to the Cisco devices
* Reports alerts to appropriate agencies
* Creates tickets and coordinates with DHS OneNet, Regional Managers and Field Service Engineers for resolution to network issues

**Phacil, Inc 01/2016 – 03/2018**

Network Engineer

Network Operations Center: Stennis Space Center, MS

* Performs duties as Shift Team Lead supervises 2-4 personnel and responsible for all operations during the 2nd shift: 12:30 PM to 11:00 PM
* Monitors over 250 world-wide USCIS networks for stability and outages via SolarWinds and New Relic tools
* Performs Tier 1/Tier 2 Firewall troubleshooting. Completes small PPFs.
* Respond to customer requests, troubleshoots Cisco Networks LAN/WAN issues, documents incidents, and provides root causes analysis
* Upgrades IOS for over 2,000 Cisco devices; router, switches, Steele-heads, etc. Utilizes Cisco Prime to push software images to the Cisco devices. Identified bug in IOS—coordinated with Cisco for fix
* Reports alerts to appropriate agencies
* Create tickets and coordinates with DHS OneNet, Regional Managers and Field Service Engineers for resolution to network issues
* Remotely performs Port Security on switches on the USCIS network
* Monitors/answers phone queue.
* Monitor emails from NOC Box for situational awareness and being able to support our team.
* Accepts new devices to be monitored

**Full-time student 05/2012 – 12/2015**

Tulane University, Biloxi, MS Campus

Bachelor of Science, Applied Computing/Networking (Minor: Homeland Security)

Completed 18 Semester hours toward Graduate degree—Cyber Security

**Apex Systems, Inc 02/2012 – 05/2012**

Stennis Space Center, MS

Personnel Security Specialist/Assets Monitor

* Tracked, reviewed, and monitored all aspects of the personnel security clearance processes for government contractor personnel Creates/tracks Remedy tickets and maintains large security data base.
* Coordinated with government and contractor personnel to achieve appropriate clearances.
* Administered access control processes and procedures.
* Reviewed and developed new or proposed personnel security policies, procedures, and guidelines.
* Developed and implemented security procedures ensuring compliance with DHS policies.
* Update the NCCIPS database systems of cataloging and documenting government property/goods received at the facility and distribution to the various government agencies.
* Preparation documents for shipment of excess property marked for disposition, support data center migration projects consisting of procurement, configuration management.
* Transference of government property computing resources to new large-scale secure computing facility.

**GRYPHON TECHNOLOGIES, 03/2007- 01/2012**

* Contracts Manager/Facility Security Officer/HR Manager
* Performs duties of Facility Security Officer (FSO) in which he ensures protection of classified material, prepares classified material for shipment, transfer and destruction. Performs classified courier duties.
* Completes visit letter requests, facilitates background checks on new employees and guides employees in receiving security clearances. Maintains/requests security information via JPAS.
* Devised comprehensive security training program. This was validated by his back-to-back “Outstanding” ratings received during the 2010 and 2011 DSS Inspections. He garnered numerous laudatory comments for his superb training/security awareness program.
* Controls issue of classified sensitive and controlled items, obtaining custody or document receipts.
* Ensured the AIS was accredited to process classified information.
* Ensure that users and system support personnel have the required security clearances, authorization and need-to-know; have been indoctrinated; and are familiar with internal security practices before access to the AIS is granted.
* Software and hardware desktop support to end users on classified, isolated and unclassified networks.
* Upkeep on Active directory users and computers on the classified, isolated, and unclassified networks.
* Daily monitoring, troubleshoot, and immediate resolution of system and network issues.
* Test and Install production related software.
* Construction of Cat5 patches cables.
* Prepare purchase request for upgrades to improve computer and network performance.
* Configuration of classified computer systems to be in compliance with DSS regulations.
* Masterfully executes all aspects of planning, programming, budgeting, analysis and briefing of contract and associated documentation.
* Prepares and maintains funding documents ensuring complete and accurate preparation in accordance with the standards set by the Government customer.
* Collects, analyzes and reviews incurred contractor cost estimates and spend plans to ensure tasking meets program objectives and costs fit within current and planned controls.
* Develops work statements and bid proposal packages.
* Responsible for Human Resources support for 115 Gautier MS, Gryphon employees at eight dispersed locations. Created HR section from beginning; developed employee folders, filing system, records, training requirements, etc. Meticulously manages worker compensation, short term and long-term disability claims from the beginning to finish and ensures prompt follow-up and keeps a continuous line of communication with the employee.
* Recruits/In-processed new hires. Wrote lesson plans for new hire indoctrination that was adopted and used throughout the company. Author of Hurricane Preparedness Plan utilized company wide.
* Tracks/Corrects timesheets and invoices as needed, coordinates with customer and HQ contracts.

**UNITED STATES AIR FORCE *• E-9 • Secret Security Clearance* 08-1980 to 05-2007**

*Served in various positions of increased responsibility and complexity at worldwide locations, demonstrating exceptional knowledge, skills, and abilities in the following areas:*

**Security Management & Administration**

* Effectively lead and manage a 167-person security forces unit and 35 Individual Mobilization Augmenters.
* Plan, control, and coordinate all security, law enforcement, and installation activities, including security for multi-million-dollar aircraft, 33 controlled areas, 3 funds facilities, 1067 family homes, and 28,000 personnel on 3,600 acres.
* Flawlessly managed over $10.2 million worth of supplies and equipment.
* Advisor to senior executive leadership on all facets of the Installation Information Security Program.
* Oversee information security, industrial security, personnel security, and reports and analysis programs, ensuring proper assistance and support is provided.
* Devised/executed training scenarios for Homeland Security, Gulfport Director of Security in support of TSA Standard Operating Procedures.
* Provided Distinguished Visitor protection for President Bush, Secretary of Defense, First Lady, Vice President Cheney, General Pace, and Senator Lott.

**Information Security**

* Implemented Department of Defense (DoD) and Department of the Air Force policies and developed local procedures for the classification and protection of classified national defense and other sensitive information originated or controlled by installation activities.
* Interpret, formulate, and implement regulatory guidance for classification management and safeguarding requirements.
* Oversight/manage for compliance as Information Systems Security Officer (ISSO) in support of classified computing environments.
* Responsible for assisting in the development and enforcement of information systems security procedures in accordance with DoD regulations and policies.
* Prepare documentation, including information security plans, outlining regulations and establishing information security policy.
* Investigates information system security violations and helps prepare reports specifying corrective actions for the current situation and preventative actions to be taken for the future.

Criminal Investigations

* Skillfully organize the elements of investigations into an orderly plan of action by identifying and initiating collateral investigations; planning interviews and other fact-finding elements in an integrated manner that systematically elicits available information; establishing milestones to evaluate progress.
* Interview victims, witnesses, and suspects and maintain contact with varied sources of information.

**Senior Human Resources Manager**

* Orchestrate daily activities of subordinate staff engaged in various professional, technical, and clerical functions of HR, personnel administration, education, and training.
* Team leader of a base closure, ensured over $100 million worth of equipment, vehicles and weapons were meticulously inventoried, processed and shipped to the authorized locations.
* Advise senior executive leadership on formulation and implementation of policies, programs and procedures regarding staffing, recruitment and retention, employee training/development, pay and benefits administration, employee assistance programs, health and safety, and EEO.
* Prepare and/or review position and job descriptions, prepare reports of findings and evaluations.
* Supervise selection and recruitment procedures.
* Provide guidance to supervisors and members enabling them to resolve problems at the lowest level.
* Master Instructor writes lesson plans, trains subordinates, conducts briefings/classes on all subjects.

**Counseling & Human Relations**

* Plan, implement, administer, and counsel organizations and their leadership on individual, family, and community issues including but not limited to career assistance, transition, relocation, family, and other work/life service and activities provided to military members, retirees, Department of Defense civilian members, and their families.
* Assess needs and provide continuing work/life services to leadership, organizations, and serviced populations within assigned units and in the Family Support Center.
* Develop and use self-assessment, community-assessment, and various measurement tools to identify trends, organizational needs, and Air Force and unit demographic profiles.
* Provide individual and family consultation services, education, referrals, and follow-up.
* Principal advisor on career, transition, relocation, personal financial management, employment, community life, emergency/crisis assistance, personal and family readiness, and other work/life services.
* Consult with on- and off-site community leadership officials on work/life and related issues.
* Research, write articles, and prepare and deliver presentations on services and activities.