**JEREMY FEICK**

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**OPERATIONS MANAGEMENT| INFORMATION SYSTEMS | CYBER SECURITY**

Information Technology (IT) Manager and Air Force Veteran leveraging over 20 years of proven experience in managing multiple projects and programs; primarily responsible for the development, administration, and management of information systems and security procedures for company and networks supporting multiple customers. Analyzed and made recommendations regarding system and process enhancements to streamline operational efficiency. Empowered teams by conducting professional development training, removing impediments, and providing proficient mentorship and training. Active Top Secret, SCI Security Clearance.

* Executive Leadership
* Operations Management
* Project Management
* Training | Development
* Secure Communications
* Information Management
* Network Security
* Risk Mitigation
* Quality Assurance

**PROFESSIONAL EXPERIENCE**

**U.S. Air Force | Various Global Locations 2001 – Present**

**Section Chief, *Boundary Protection* 2020 – 2022**

Directed Network Perimeter Operations; drove closure of 1.2K trouble tickets and 80 change requests; safeguarded Air Force Network access for 678K personnel.

* Led 24-member boundary section team; shaped cyber terrain by responding to real-time alerts/attacks & guarded a $14B network
* Supervised strategic planning teams, drove threat-response in accordance with U.S. Cyber Command task orders
* Directed boundary modernization for 5 bases, extracted obsolete servers, powered electronic warfare testing for Air Force bomber aircraft $20M defense systems
* Developed policy recommendations and advised Directors and staff on planning, installing, administering, managing, maintaining, operating, integrating, and securing information systems on a variety of networks

**Section Chief, *Secretary of Defense Personal Communicator* 2017 – 2020**

Served as the personal communicator for Secretary of Defense and Deputy Secretary of Defense. Supported senior DoD leaders’ operational continuity.

* Led eight-member 24/7 personal communications team for global Secretary & Deputy Secretary of Defense missions
* Oversaw installation, operations & maintenance of $2M state-of-the-art secured communications equipment vehicle
* Accomplished 512 preventive maintenance checks; ensured voice, video, and data were operational; linked principals to nine global combatant commanders, Joint Chiefs, other cabinet members, VPOTUS, and POTUS

**Team Member, *Secretary of Defense Executive Travel Communications* 2016 – 2017**

Executed Secretary of Defense communications requirement, deployed $465K Top Secret network, supported 14 VIPs, and forged NATO counter-ISIS strategic plan.

* Supported DoD #1 civilian NATO missions, processed 20 critical Top-Secret messages, furthering $10B Operations and Maintenance pledge across 28 nations
* Installed countermeasures for secure room; provided Top Secret data capabilities and ensured secure setting in support of Deputy Secretary of Defense and Ministry of Defense meeting
* Mentored junior personnel, provided status reports to senior management, participated in daily operations, and proactively responded to the needs of direct team members

**Sr. Operations Manager, Quality Assurance 2015 – 2016**

Planned, developed, implemented, and tested a myriad of state-of-the-art, real-time voice, and data tactical information systems; led and trained personnel on the management of installation, administration, maintenance, operation, integration, securing, and troubleshooting of tactical communication networks.

* Ensured technical compliance and system reliability for $3B Intelligence, Surveillance, and Reconnaissance weapon systems enterprise and Top-Secret networks

**JEREMY FEICK | PG. 2**

**Sr. Operations Manager, *Quality Assurance* (Continued) 2015 – 2016**

* Wrote organization’s first equipment evaluation; assessed five critical security devices; ensured Top Secret access for 16K users and secured $3B weapon system
* Assessed installation of five open architecture programs; verified four data centers with 500+ items resulting in over $100M acquisition

**Operations Manager, *Network Infrastructure* 2013 – 2015**

Managed secure network upgrade; increased speed from 1GB vs 100MB, linked Targeting Center with 10M geospatial images. Oversaw shop's communications security program, ensured regulation compliance, and maintained positive control of $1.5M crypto assets.

* Directed $75M unclassified network upgrades; installed 32 Cisco switches and fixed configuration flaw; benchmarked for Joint Base Langley-Eustis and 45K interfaces
* Engineered network solutions, defined requirements, designed drawings, wire equipment, and configured assets for multi-class enclaves
* Supervised 7 military technicians, 3 civilians, and 1 contractor; managed 300 jobs, 70 circuits, and 400 components; maintained 99.99% uptime rate

**Infrastructure Technician 2012 – 2013**

Lead engineer for $1.5M classified network; upgraded 35 WAN/LAN circuits with zero downtime and 100% NSA and Air Force compliance.

* Managed analysis and maintenance of $10M intelligence communication network; interconnected 450 devices, 24 sites, and 16,000+ users
* Certified $100K maintenance contracts; identified and fixed 24 discrepancies; safeguarded $3M inventory and supported global Intelligence, Surveillance, and Reconnaissance operations
* Directed $77K Nation Security Agency network installation; guided six-member team and configured IT equipment; channeled Signal Intelligence to Air Force Targeting Center

**Network Oversight Technician | Information Management Officer 2011 – 2012**

Led $2.2M three-month Sharana city installation, evaluated 12 buildings, 2.3K drops, and assets bringing 600-member Afghan National Police force online.

* Integrated three secure radio systems, configured, and shipped 46 tactical radios to seven Forward Operating Bases; upgraded command and control telecommunications network; ensured safety of 319 personnel
* Upgraded three joint networks; coordinated with 25th Signals Battalion, installed switches and cabling expanded network access to 200 users
* Piloted East Region Afghan National Police Head Quarters installation of unclassified network, identified and evaluated infrastructure requirements; set up country's first emergency call center

**EDUCATION | CERTIFICATIONS**

**Associate of Applied Science (A.A.S)** Electronic Systems Technology | Community College of the Air Force | 2010

Currently pursuing a Bachelor of Science in Network Engineering and Security CISCO at Western Governor’s University

COMPTIA-SEC+

***Specialized Military Training:***

Computer, Network, Switching, & Cryptographic Systems

Airman Leadership School

Noncommissioned Officer Academy

Supervisor Safety Training

Senior Enlisted Joint Professional Military Education I & II

Cyberspace Support Quality Assurance Procedures Course

Spectrum High Powered Workstation Maintenance Training

SUN Server And Workstation Maintenance Training

Fiber Optic Cable Installation, Splicing, and Maintenance Course

Electronic Principles Training Course

**TECHNICAL COMPETENCIES**

**Software:** Microsoft Office Suite 365, Adobe Professional, Power BI

**Operating Systems:** Mac / Microsoft Windows, UNIX, CISCO IOS