

# JEROME LEON HENRY

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Worked as a network, sharepoint and system administrator for six years in a twelve-person communications and IT department. Supervisor to three to five person teams. Looking to work in the cloud computing and server administration field. Fast learner with the ability to work with little to no supervision and integrate with various teams as job requires.

Skills	Certifications	Programs Knowledge
· Customer Service	· Windows Server 2012 MCP 70-410 Microsoft   September 2016	· Cisco CLI, networking
· Leadership	· A+   Comptia   March 2013	· Solar Wind Toolset
· Training	· N+   Comptia   May 2015	· SNMPC
· Teamwork	· Security+   Comptia   February 2014	· Windows Server 2012
· Quality Control	· Certified Ethical Hacker (CEH) EC-Council   January 2015	· Dameware remote support
	· Fiber Optic Installer   3M   May 2015	· VMware and ESXi servers
	· CCENT   CISCO   May 2016	

## EXPERIENCE

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### **System Administrator, U.S. Army, Fort Lewis Washington, 2011- 2016**

Help Desk lead serving over 400 users and 300 workstations with day-to-day operations, establishing and maintaining Satellite Communications, quarterly security updates for Cisco Switches/Routers, programming VOIP phones. Determine skill gaps through performance analysis and developed training programs to ensure process improvement.

- Obtained six IT certifications in under three years.
- Coordinated training for certifications and scheduling schools for team.
- Appointed leader for multiple projects with responsibilities including teaching/ integrating new members. Delegated roles and responsibilities for various team members.
- Tracked and maintained over \$2 million in networking equipment.

### **Team Member, Command Center, Denver Colorado, 2010- 2011**

- Oversaw various construction crews in house building, foundation work, and landscaping.
- Coordinated to help package and ship orders, monthly inventories, quality control of floor operations.

### **Cashier, Midjim Convenience Store, Sault Ste. Marie Michigan, 2008- 2010**

- Operated POS system, monthly inventories of all products, training new personnel, product delivery and quality control.
- Awarded employee of the month four times.

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## **Americorps, NCCC-Mile High Youth Corps, Denver Colorado, 2007- 2008**

- Assisted various non-profit organizations to help lower energy costs for low-income families by replacing light bulbs, faucets, furnaces, toilets, and water coolers.
- Coordinated with the National Forestry Service to cut down dead trees in the Rocky Mountains to help mitigate forest fires.
- Worked directly with Habitat for Humanity to help rebuild houses for Hurricane Katrina and Hurricane Rita victims.
- Assisted in planning and executing building plans for volunteer groups, organizing community fundraisers with other non-profit programs, working directly with families to personalize homes to fit family's needs.
- Awarded Presidential volunteer service medal for accumulating over 750 volunteer hours in a year.

## **Teller, Soo CO-OP Credit Union, Sault Ste. Marie Michigan, 2005- 2006**

- Helped develop and implement a program for high school students to have a CO-OP branch established inside the high school.
- Taught classes on good banking procedures and policies.
- Promoted to main branch after graduating high school to become full time teller.

## **EDUCATION**

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### **MSSA, JBLM Washington, 2016**

Candidate in Microsoft Software and Systems Academy, Cohort #8. Curriculum entails 16 semester credit hours upon completion with an emphasis in Server and Cloud Administration. The Academy consists of lectures, practical application through virtual labs, network/server fundamentals, and real-world Microsoft directed projects.

- Set up, configured and maintained networks and system infrastructure.
- Deployed virtual systems and network resources according to the specifications based on established guidelines.
- Troubleshoot and resolved network connectivity and stability issues

### **Advanced Individual Training, Fort Gordon Georgia, 2011**

- Maintained radio and data distribution systems.
- Performed radio support functions and technical assistance for computer systems.
- Provide technical assistance and training for local area networks.
- Maintenance for equipment, terminal devices, assigned vehicles and power generators.