

KENT V MANCHESTER - CSFA, DFE, CEH

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IT Project Manager - Network Administrator - Information Security and Digital Forensics

VALUE SUMMARY

- Plan, facilitate, and execute the necessary hardware and systems server and wireless network changes in the area of IT—network and system administration for server and cloud environments--required to create seamless and efficient computer and networking utilization.
- Manage complex, multi-site, IT installation projects, both in new and existing construction.
- Apply Change Management practices to define scale, magnitude, duration and importance of the project and by introducing the clearly defined scope and nature of the project to Management and Staff in a manner that engages their participation.
- Industries served: health care, high tech, academia, community retail and recreation.
- Bring emotional intelligence that only comes with years of experience installing networks and working with people--address concerns of managers to clarify what is still unclear; clarify technical concepts to non-technical audiences; effective at building 1:1 relations with those served; anticipate and resolve problems.

TECHNOLOGICAL TOOLS & SKILLS

- **Certifications:** Cyber Security Forensic Analyst (CSFA), Certified Ethical Hacker (CEH), Digital Forensic Examiner (DFE), Cyber Security Specialist and Digital Forensics
- **Certificates of Completion:** Cisco Networking, Intermediate Cisco Networking, Security Implementation, Information Security, Ethical Hacker, Int. Network Security and Computer Forensics.
- **Networking** - Experience: 20+ years - Level: Expert
- **Desktop Support** - Experience: 20+years - Level: Expert
- **Local & Wide Area Network Installation, Relocation & Integration** - Experience: 20+ years - Level: Expert
- **Host Systems Imaging** - Experience: 14 years - Level: Expert
- **Cisco** - Experience: 3 years - Level: Intermediate
- **Meraki** – Cloud managed Routers, APs and Switches - Level: Intermediate **
- **Windows** - Experience: 20 years - Level: Expert
- **Linux** - Experience: 1 year - Level: Beginner
- **Wireless** systems - Experience: 20+ years - Level: Expert
- **Cisco VoIP Telecom** systems - Level: Beginner
- **Cyber Security** - Experience: 5.5 - Level: Intermediate
- **Digital Forensics** - Experience: 2+ years - Level: Intermediate
- **MS Office Suite through v. 2016** - Experience: 20+ years - Level: Mixed Advanced/Intermediate; tutor users
- **Microsoft Office 365** – Level: Intermediate **
- **Microsoft Teams** – Level: Beginner **
- **Skype for Business** – Level: Beginner **
- **Atmos by Call Cabinet** – Cloud based Call Center Management – Level: Beginner **
- **MS Project** - Experience: Off and on for years - Level: Intermediate
- **Google Office Suite** –Docs, Sheets, Drive, Hangouts, Mail
- **Spiceworks** – Help desk and service ticketing software for I.T. - Level: Intermediate
- **Connectwise** - PSA solutions software – Level: Beginner **
- **Automate** – Remote access and management software – Level: Beginner **
- **Monitors Anywhere** – Multiple Monitor Video Walls
- **Project Operations** – Budget; deliverables assignment; Critical Path Methodology; present to Management
- **Time management** of timelines and deliverables on start-to-finish networking projects.
- **Effective communication** and coordination of action with vendors, contractors and principals.
- **Change management** and conflict resolution
- **Relationship development** of dedicated teams and stakeholder engagement
- **Clear verbal and written communications** to internal and external customers

EDUCATION

- **Edmonds Community College (WA)** 04/16 – 12/17
Associate of Technical Arts Degree in Information Security & Digital Forensics—Cisco focus
- **Azusa Pacific University (CA)**
Courses toward Bachelor's Degree in Business Administration
- **West Valley College (CA)**
Courses toward Associate's Degree in Business Administration
- **DeAnza College (CA) and Evergreen Valley College (CA)**
Courses toward Associate's Degree in Automotive Technology

PROFESSIONAL EXPERIENCE

1/19 – 4/19

Network Services and Implementation Engineer

The Altus Group, Seattle WA.

- Perform equipment configurations, client installations, site surveys, software installations new client onboarding and general customer support for this Cloud base I.T. services company.

Server/Desktop/Support Tech

10/17 - 3/19

Edmonds Community College - IT, Server Desktop Support Department, Lynnwood, WA

- Configure and image new and existing computer workstations. Respond to service tickets regarding printer problems, connection issues, equipment relocation etc. Track inventory.

Digital Forensics Lab Manager

09/17 – 12/17

Edmonds Community College - CIS, Infosec Department, Lynnwood, WA

- Work Study: Assisted instructor and students in the completion of labs, homework, quizzes, classroom/lab setup and cleanup; installed software on lab computers.

Owner-Operator and Program Manager

11/99 – 12/15

Iron Horse Trading Post & Railway, Bothell, WA

- Developed concept for and actively oversaw daily business operations of a retail recreational, educational and amusement center serving the community--train ride, pony ride, wagon ride and party inflatables.
- Managed several product development projects within the organization with teams of up to 5 internal members and various suppliers:
 - Designed and maintained mechanics and electronics for this large garden railway exhibit—train locomotives, cars, wagon, and three buildings of a four-large model-train layout.
 - Created and up kept multi-media advertising, including web design with C2C and B2C content.
 - Designed and implemented train layouts, a digital sound system for garden railway use to the train ride, and a new train ride locomotive.

Prior Relevant Project Management & Network Administration Experience

Network Administrator, World Travel Partners Seattle, WA

- Managed projects for and maintained operational integrity of company-wide network specific to Northwest and Western regions of the US—recognized company-wide for our effectiveness and expertise
- 800 workstations and 20 file servers spread over a dozen locations at primary location at 520 Pike Street (two top floors)--routers, switches, modems, T1 lines, DSL, ISDN.

Network Administrator, Prodata Systems - Western Ave., Seattle, WA

- Reporting directly to the Asst. Operations Director, managed projects related to new client network installations and provided technical support for 350 Medical/Dental Clients.
- Installed 260 Personal Computer Networks ranging from 3 to 50 workstations. Designed and implemented new network and multi-user OS systems, such as Citrix/OS2, Netware, NT and NTNX Create Mux/modem-based WAN systems (before current WAN Technology was widely used). Wired/arranged with contractors to wire buildings with RS 232, Cat5, Cat3 and Coax Cable.
- Provided phone and in-person technical support to Prodata's health care clients.

CERTIFICATIONS, CERTIFICATES OF COMPLETION (COC) AND LICENSES DETAIL

▪ Cyber Security Forensic Analyst (CSFA) Cyber Security Institute	Issued: 12/17	Expires: 12/19
▪ Certified Ethical Hacker (CEH) EC-Council	Issued: 09/16	Expires: 09/19
▪ Ethical Hacker (CoC) Edmonds Community College	Issued: 03/17	Expires: Never
▪ Intermediate Cisco Networking (CoC), Edmonds Community College	Issued: 06/17	Expires: Never
▪ Cisco Networking (CoC) Edmonds Community College	Issued: 03/17	Expires: None
▪ Digital Forensic Examiner (DFE) Digital Forensics Academy	Issued: 02/17	Expires: Never
▪ Cyber Security Specialist Certification Edmonds Community College	Issued: 03/17	Expires: Never
▪ Digital Forensics Certification Edmonds Community College	Issued: 08/17	Expires: Never
▪ Computer Forensics (CoC) Edmonds Community College	Issued: 03/17	Expires: Never
▪ Information Security (CoC) Edmonds Community College	Issued: 12/16	Expires: Never
▪ Security Implementation (CoC) Edmonds Community College	Issued: 08/16	Expires: Never
▪ Intro Network Security (CoC) Edmonds Community College	Issued: 08/16	Expires: None