

Aron Freitag

Secure Messaging Systems Administrator

Contact Information

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Objective: Obtain position as Systems Administrator in a military environment.

Skills Summary

- Current Top Secret clearance (Renewed May 2008)
- Microsoft Certified Professional, MCP ID# 2793629
- Currently scheduled to attend MCSE, COMPTIA Security + certification exams (July 2010)
- Administered largest Microsoft Exchange organization in the world (US Army CONUS)
- Over nine years of hands-on experience in US Military communications systems
- Proficient in the design, installation, and administration of Microsoft Windows products
- Experienced small group leader
- Capable of troubleshooting complex problems
- Excellent team player in small and large group environments
- Provide superb customer support

Accomplishments & Responsibilities

- Performed as an integral member of a team of system administrators to provide network connectivity, email, and 24/7 on-call customer support to various enterprise networks varying in size from 1,000 to over 275,000 users.
- Managed over \$1,000,000 of computer servers, network routers, network infrastructure, office machinery, user computers, and computer peripherals.
- Provided superior customer service for local area of over 1,000 customers.
- Ensured 100% Accountability of classified messages and communications equipment.
- Assisted in training and supervision of dozens of entry-level employees in classified communications equipment inventory and handling.
- Trained dozens of entry-level employees and managers on message handling operations.
- Facilitated and migrated enterprise level Exchange, BlackBerry, Office, and OCS.

Employment History

Enterprise Messaging Analyst – Nov 2008 – June 2010 Tempe, AZ

Company: I-Tek Solutions

Performed as lead BlackBerry administrator supporting over 1,100 BlackBerry users throughout the utility company "Salt River Project". Installed BlackBerry Enterprise Server software on test environment. Completed orders from several cellular carriers, configured BlackBerry devices, maintained the BlackBerry servers, and developed a new BlackBerry device testing plan. Coordinated the creation of a Hyper-V & VMWare virtualized Microsoft Exchange organization to test Microsoft Exchange 2007, Exchange 2010, and Microsoft Server 2008. Executed Tier II and Tier III customer support tasks as an analyst in the Server & Messaging Support team. Installed, configured, and maintained Microsoft Windows 2003 and 2008 servers both locally and remotely using VisionApp, Remote Desktop Protocol, Dell Remote Access, HP Integrated Lights-Out, and Secure Shell. Created and modified users, security groups, distribution lists, contacts, and

computer objects in several Organizational Units within Active Directory. Completed thousands of user-generated help requests by providing exemplary telephone and email support to over 5,000 users. Rotated responsibility of 24/7 on-call duties, answering emergency phone calls, utilizing remote admin tools, and a provided laptop to connect securely to the LAN using encrypted VPN. Assisted with Symantec Enterprise Vault archive administration and storage maintenance. Installed and assisted in troubleshooting Office Communicator Server 2007 R2 software. Provided specific technical support and advice to corporate managers by first-hand research and conferring with technical experts.

AMHS/TMS Instructor – Apr 2008 – Nov 2008

Ft. Huachuca, AZ

Company: L3 Communications

Instructed courses of small and medium sized classes to U.S. Army and Army National Guard soldiers on the use of the secure Tactical Messaging System and Automated Message Handling System as a Functional Area Expert for L3 Communications. Tested, assembled, and configured the AN/TYC-24(V)3 & (V)4 Tactical Messaging System in accordance with requirements from DISA and L3 Communications. Contributed to the development, creation, and modification of complex learning material and stayed in accordance with the U.S. Army training doctrine requirements. Prepared and optimized secure messaging environments for small and medium sized classroom environments. Conducted prepared and original course material with mixed periods of hands-on and lectures.

Sr. Microsoft Exchange Administrator – Nov 2005 – Apr 2008

Ft Huachuca, AZ

Company: General Dynamics IT

Performed senior level Microsoft Exchange systems administration tasks for the US Army NETCOM CONUS Theater Network Operations & Security Center, Exchange Team. Coordinated Exchange 2003 migration of dozens of US Army Installations within the continental United States. Provided guidance and training to incoming Exchange Administrators. Remotely administered over fifty servers using Remote Desktop, Dell Remote Access, Putty, IBM Remote Supervisor Adapter, and HP Integrated Lights-Out. Created and modified user and computer objects in several Organizational Units within Active Directory. Provided exemplary telephone and email support to over 70 different Army installations with over 270,000 users. Provided specific technical support and advice to government representatives by conferring with technical experts. Maintained the 7x24 schedule for a team of 12 people. Rotated responsibility of 7x24 on-call duties, answering emergency phone calls, utilizing remote admin tools, and a provided laptop to connect securely to the LAN using encrypted VPN. Gave clear guidance and instruction to coworkers and junior members to facilitate streamlining of repetitive daily functions. Worked extra shifts and filled in during periods of low staffing on several occasions in order to accomplish the CTNOSC Exchange mission. Assisted Blackberry Server administrators with Microsoft Exchange troubleshooting and support for over 10,000 Blackberry users.

Microsoft System Administrator – Jan 2003 – Oct 2005

Kaiserslautern, Germany

Company: U.S. Army Signal Corps, 43rd Signal Battalion, Headquarters Detachment

Responsible for over 20 servers in a Microsoft Windows and Microsoft Active Directory environment. Designed, installed, and administered several servers running Microsoft Windows Server 2003, 2000, NT 4.0, Exchange, DHCP and Active Directory. Implemented and maintained disaster recovery procedures by performing scheduled backups. Installed hardware components and performed software upgrades to various models of client workstations and servers. Provided customer support by installing and configuring client computers running Microsoft Windows XP and Microsoft Windows 2000 Professional. Responsible for over 1,000 customers in local Microsoft Active Directory organizational unit. Designed, installed, configured, and troubleshot local area network topology and infrastructure. Operated community help desk and supported over 1,000 customers by opening, submitting, and completing work requests. Educated

over 100 users and administrators on: the installation, operation, and maintenance of software programs; hardware functionality; and basic computer knowledge. Performed all functions of Defense Messaging Systems (DMS) System Administrator (SA) to include the oversight of Certificate Authority Workstation (CAW) documentation and customer support. Served as assistant Information Assurance Security Officer (IASO) for Kleber Kaserne in Kaiserslautern, Germany. Instructed new personnel on the DMS 3.0 software installation, proper Fortezza card storage and usage, sending and receiving DMS messages, and client password creation. Created and maintained Public Key Infrastructure (PKI) training and card readers for the Kaiserslautern community. Maintained and updated the x.509 documentation within our local Communication Management Infrastructure (CMI). Assisted the Certificate Authority (CA) with instructing local Army organizations on the procedures for requesting new accounts and personnel turnover.

Senior COMSEC Clerk – February 2002 – January 2003 Mannheim, Germany

Company: U.S. Army Signal Corps, 43rd Signal Battalion, 11th Signal Det.

Accounted for classified military communication equipment in a highly secure environment that required two-person integrity and Top Secret security clearances. Received weekly shipments of key material that was inventoried and integrated into current inventory of material. Performed monthly and periodic inventories of over 26,000 classified materials. Destroyed all out of date material in accordance with Army and DOD regulations. Assisted in maintaining 100% accountability for all items for 11 months and passing an executive audit. Instructed new enlisted soldiers within the Joint Key Management Office (JKMO) on proper COMSEC handling procedures to include operation of the AN/CYZ-10.

AGMS Shift Supervisor – January 2000 – February 2002 Seoul, Korea

Company: U.S. Army Signal Corps, 41st Signal Battalion, 201st Signal Co.

Supervised squad sized group of soldiers (MOS 74C and 74B) operating the AUTODIN Message Handling System (AMHS), AUTODIN Gateway Messaging System (AGMS), and Defense Messaging System (DMS) in the Northern Node telecommunications (TCC) facility. Assisted in hand delivering over 15,000 secure messages to General officers and high-profile customers located on the Yongsan Army base in Seoul Korea. Performed complex circuit and message troubleshooting that involved every system within the facility. Regularly updated secure circuit equipment (KG-84, KIV-7, KG-194) with Communication Security keys via Over The Air Rekeys (OTAR). Instructed new enlisted soldiers within the TCC on proper COMSEC handling procedures to include operation of the KOI-18, KYK-13, KYX-15, and all related circuit equipment. Trained several incoming personnel on the AMHS, AGMS, and DMS messaging systems. Worked as shift supervisor under the facility Non-Commissioned Officer in Charge (NCOIC), reported personnel issues and modified the shift schedule to fix deficiencies in manning.

Software experience

- Microsoft server: Windows Server 2008 R2, Windows Server 2003, Windows 2000 Server, Windows NT 4.0 Server, SQL Server 2008, SQL Server 2005, Microsoft Operations Manager
- Microsoft Unified Communications: Exchange 2010, Exchange 2007, Office Communications Server 2007 R2, Microsoft Live Communications Server 2005, Microsoft Exchange 2003 & 5.5
- Microsoft client & Productivity: Windows 7, Windows Vista, Windows XP, Windows 2000 Professional, Office 2007, Office 2003, Office XP, and Office 2000.
- Scripting: Microsoft Poweshell, BLAT, Javascript
- Ubuntu (Linux)
- VMWare: Virtual Infrastructure Manager, esxi
- VisionApp remote desktop
- Remedy: Action Request System, Information Technology Service Management
- NetIQ: App Manager

- Cisco Ironport AsyncOS
- ProofPoint Protection Server
- Symantec: Enterprise Vault, Mail Security for Microsoft Exchange, Endpoint Protection
- Lockheed Martin: Defense Messaging System v3.0
- Telos: AUTODIN Message Handling System, AUTODIN Gateway Messaging System
- IBM Remote Supervisor Adapter
- HP Integrated Lights-Out
- HP Systems Insight Manager
- Dell Remote Access Controller

Education

- 51 Credits earned at Western International University toward a Bachelor of Science degree in Management with a minor in Information Technology.

Training

- Microsoft Exchange 2007 Sandbox – 1/2009 - Phoenix, Arizona
- ITIL Foundations Training – 4/2007, Fort Huachuca, Arizona
- Information Assurance & Computer and Network Defense – 12/2005, Fort Huachuca, Arizona
- Microsoft Server 2003 & Active Directory Organizational Unit Administrator course
 - 1 week, September 2004, Kaiserslautern Germany
- Microsoft Certified Systems Engineer “Boot Camp” - 4 weeks, 9/2002, Schwetzingen, Germany

Certifications

- Microsoft Certified Professional, Windows 2000
- Lockheed Martin – Defense Messaging System 3.0