

Built and directed infrastructure, NOC/SOC, ServiceNow, cloud, cybersecurity, and operational support for a new expanded TSA PreCheck enrollment website and 500 field enrollment sites. Supported high-availability government web services, field operations, system integrations, and compliance requirements.

Responsibilities

- Led enterprise infrastructure architecture with cloud engineers, developers, security staff, and integration teams supporting a national TSA PreCheck platform.
- Directed 24/7/365 NOC, SOC, AI Ops, ServiceNow, cloud, and infrastructure support teams of over 25 system administrators, and support staff.
- Managed approximately \$5M annual infrastructure budget across AWS GovCloud, ServiceNow, cybersecurity, monitoring, endpoint, and network operations.
- Managed endpoint deployment, training and onboarding of a rollout of 500+ new TSA PreCheck sites and 2000+ cleared staff at Office Depot facilities US wide.
- Oversaw all cybersecurity tasks as the Infrastructure ISSO including the Authority to Operate (ATO) government submission, incident management, change coordination, vulnerability response, compliance support, and stakeholder reporting.
- Designed AIOps-enabled workforce management workflows using Amazon Connect, AWS Bedrock, ServiceNow data feeds, and Splunk AI dashboards to improve distributed team visibility, reduce manual coordination, and sustain mission performance.
- Set up and supported secure interoperability with VPN connections with DHS, TSA, FBI, and US Treasury for payment and data exchange platforms.
- Coordinated seven scalable Agile technical teams across AWS GovCloud, ServiceNow, cybersecurity, monitoring, endpoint, website and network operations.

Key Achievements

- Delivered 99.999% uptime for a major government website.
- Managed the support delivery for 20K+ help desk tickets annually.
- Supported 60M+ RESTful ServiceNow API calls between ServiceNow and AWS.
- Supported FISMA High / FedRAMP-aligned infrastructure and five successful DHS/TSA ATO security review.
- Integrated DHS bug bounty, FBI, CBP, and Pay.gov-related support workflows.

Technologies / Tools

AWS GovCloud, ServiceNow, NOC, SOC, FISMA High, FedRAMP, FBI/CBP/Pay.gov integrations, Splunk, Tenable Nessus, CyberArk, Cisco VPN, ManageEngine, Twilio, PRTG, REST APIs, ServiceNow ITSM, CMDB, Meta React, Google Angular, AWS Connect IVR ACD, AWS Bedrock AI.

Contract: 2020 Decennial Census Fingerprinting Program

Role: Director, Nationwide IT Operations & Service Delivery

Period: 2018 – 2021

Mission Scope

Managed nationwide IT operations supporting fingerprinting and background processing operations for a large Federal workforce mobilization. Led NOC, SOC, help desk, contact center, and operational support teams during high-volume surge conditions.

Responsibilities

- Managed nationwide NOC, SOC, and help desk operations.
- Supported IT services for 800,000 personnel across 1,400 locations.
- Oversaw Tier I–III support operations and major incident escalation.
- Coordinated contact center, ticketing, workflow, and operational reporting.
- Supported surge staffing, training, escalation paths, and service restoration.

Key Achievements

- Managed 26 successful component ATO for the deployed AWS/ServiceNow infrastructure.

- Supported surge operations handling up to 30,000 calls per day.
- Delivered multilingual contact center capability and field support workflows.

Technologies / Tools

Peplink Pepwave Cellular Routers, Nationwide field support, ServiceNow, Amazon Connect, Tenable IO, NOC/SOC, large-scale service desk, workflow automation, dashboards, ticketing, call center reporting, incident management.

Contract: *HHS Office of Refugee Resettlement (ORR) / DHS ICE - Court and Detention Center Operations*

Role: Senior Manager, Rapid Deployment Cloud Infrastructure & Secure IT Operations

Period: 2020 – 2022, 2025-2026

Mission Scope

Led IT operations for rapid federal facility standups supporting HHS ORR and DHS ICE missions, including court services, detention center operations, network access, service desk, secure endpoint provisioning, and cloud-based IT support.

Responsibilities

- Delivered IT operations supporting 2,000+ staff and residents with 30+ IT support personnel.
- Set up AWS- and ServiceNow-based cloud infrastructure, cybersecurity workflows, service desk operations, endpoint provisioning, access support, and secure IT operations.
- Coordinated rapid deployment of NIST 800-53 / FISMA-aligned IT support capabilities under compressed timelines.

Key Achievements

- Designed and deployed the first ever AT&T FirstNet (first responder & public safety) Cellular Data bonded Network for site network backup during tornadoes.
- Delivered full IT operations within 30 days.
- Deployed monitoring and automation capabilities to support secure operations.

Technologies / Tools

Rapid deployment, ServiceNow, IaaS Meraki WiFi & Aruba Cloud, Cisco ISE, 802.1x, endpoint management, networking, AWS GovCloud, dashboards, service desk tools, secure operations tooling.

Contract: *HHS / Indian Health Services (IHS) - Network Operation Security Center (NOSC)*

Period: 2016 – 2018; continuing support from previous employer (Vencore) 2005 – 2016

Role: Program Manager, Federal Network Operations & Cybersecurity

Mission Scope

IHS spans 35 states and connects 400+ federal, tribal, and urban health care facilities, as well as HHS divisions, insurance providers, laboratories, pharmacies, and regional support organizations. The NOSC supported the national WAN, cloud services, cybersecurity operations, and local support teams across all 12 regional administration areas.

Responsibilities

- Provided enterprise architecture design for all tech modernization activities.
- Directed NOSC operations supporting 20,000+ tickets per year and 25,000 users.
- Managed networking, telecom, VPN, cybersecurity, monitoring, and escalation operations.
- Supported WAN/LAN modernization, voice services, firewalls, load balancers, and secure communications.

Key Achievements

- Modernized Cisco networking, telecom, VPN, AWS, and ServiceNow support functions.
- Introduced Agile/Kanban models to improve operational responsiveness.

Technologies / Tools

Cisco, BGP/MPLS, VPN, firewalls, load balancers, ServiceNow, Tenable, telecom, WAN/LAN, network monitoring, NetFlow, packet capture, voice systems.

VENCORE CORPORATION

LAS VEGAS, NV - 2002 - 2016

PRINCIPAL ENGINEER / PROJECT MANAGER, FEDERAL NETWORK OPERATIONS

Contract: HHS / Indian Health Services (IHS) - Network Operation Security Center (NOSC)

Period: 2005 - 2016

Mission Scope - Continued long-term NOSC support for the HHS/IHS national network, providing federal network operations, WAN/LAN engineering, cybersecurity support, telecom coordination, monitoring, and modernization support across a nationwide health care environment.

Contract: Stations Casino Group

Period: 2002 - 2006

Mission Scope – Served as the primary WAN consultant for Stations Casino, providing enterprise network engineering guidance for wide-area connectivity, site-to-site communications, circuit coordination, vendor troubleshooting, and operational support across a distributed casino/hospitality environment with 20 major casino hotel properties.

Responsibilities

- Supported the local Cisco-based LAN/WAN team as the Enterprise Architect consultant.
- Provided an outsourced NOC with 24/7 support.
- Responsible for managing the vendor citywide dark fiber network.

Key Achievements

- Designed core network layouts for Texas Station and Sunset Station casino environments and supported expansion architecture for Green Valley Ranch and Red Rock Resort.

Technologies / Tools

Cisco Chassis Switches, Cisco WiFi, Cisco Edge Switches, Cisco Firewalls, PRTG Network Monitoring.

Earlier Experience: Senior network engineering, CCIE-level architecture, hosting, colocation, casino/hospitality networking, telecommunications, and enterprise integration roles.

EDUCATION

M.S., Information Technology Management – Western Governors University

B.S., Management Information Systems – University of South Carolina

Additional Certifications, Vendor Training & Technical Credentials

Cisco: CCIE Routing Switching #5223 Emeritus, CCNP, CCNP Security, CCNP Datacenter, CCNP Voice Access, CCNA, CCDP, CCDA, CCSP, Firewall Specialist, IDS Specialist, VPN Specialist (CQS-VPNS), Data Center Networking Infrastructure Design Specialist, Data Center Unified Specialist, Data Center Support for Unified Specialist, Data Center Support for Unified Specialist, Unified Fabric Technology Support Specialist, Unified Computing Technology Support Specialist, Unified Fabric Technology Design Specialist, Unity Engineer, Unified Computing Technology Design Specialists, Data Center UF Support Specialist, Enterprise Business Solutions, Voice Access Solutions for System Engineers

Microsoft: MCSE, MCP, Certified Trainer (MCT), Windows Server, Active Directory, Azure

ServiceNow / ITSM / AWS: PMP, Certified ScrumMaster, ITIL Foundation for IT Service Management, ServiceNow training, AWS Training

Security / Compliance: CISSP, STIG, NIST, ATO, FISMA training

NSA: 4011 INFOSEC Professional, CNSS 4013 Assurance Training for System Administrators

DoD 8570 / 8140: IAT III, IAM II/III, IASAE, CSSP support