

JEREMIAH L. WILLIAMS, PhD

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SUMMARY

Dr. Jeremiah Williams is an experienced Systems Administrator, Network Security Engineer, IT Instructor, and Programmer. He is currently completing training to become a Microsoft Certified Developer, AWS Developer, and Java Developer by June 2024. He has over 24 years of experience as a Systems Engineer/Network Administrator, 16 years as an IT Educator, and 12 years as a programmer. He has Microsoft, SANS, Apple, and Cisco certifications along with terrific customer support skills and management experience. He designed several networks and developed/redesigned applications using PowerShell, .NET, JAVA, NodeJS, VBA, HTML/CSS/Javascript and other languages. He is a very adaptable and seasoned IT Professional who will complete his CISSP Certification by December 2024.

QUALIFICATIONS

- Certifications: Microsoft (ID1287677), CCNA Security, A+, Network+, Server+, Security+, NCCT: CPI, GSEC, DevOps534, Apple Associate, HTML5 & Javascript/CSS3, Win10, FEMA
- Programming: SQL, PowerShell, ServiceNow, PHP, Azure, O365, WSH, VBScript, .Net, VBA
- Networking: BGP, OSPF, EIGRP, CDP, IPSEC, L2TP, SNMP, RIP, VLAN, VTP...
- Military: Leadership, Organization, Public Speaking, Policy Development and Adherence...
- Educator: Curriculum Planning, Development, Implementation & Accreditation Compliance

EXPERIENCE

12/19/2021 – Present (Telework: Washington, DC) (Supervisors: Jide/Chin 202-299-6896/202-707-1280)
Library of Congress, IT Specialist GS-2210-14-2 (40hr/wk) (PUBLIC TRUST)

- IT Specialist, Application Integration & Automation Specialist, SCCM Admin, Tier 3 Client Support
- Languages: PowerShell, REST API, Graph API, JavaScript, HTML, NodeJS, ServiceNow JS, SQL
- Designed and developed an admin web portal integrating System Center Configuration Manager (SCCM) (Endpoint Manager/Intune), Active Directory, ServiceNow, Zoom, Azure (Microsoft Office 365), Sql Server Reporting Services, and PowerBI Reporting Services into a single administration solution enabling management reporting, solutions for complex analytics, ‘quick glance’ graphical metrics, and significantly reducing complex administrative tasks into ‘single button’ solutions.
- Zoom API Specialist, ServiceNow API Specialist, Microsoft Azure Cloud API Specialist
- API developer and designer. Created custom API solution for the LOC enabling the integration of 6 services into a single administrative solution for reporting, administration, and complex data analysis.
- Automation specialist. Reducing administrative overhead from minutes and hours of complex tasks to a one second button on a web portal. For example, ‘when a user account is disabled from on-premise Active Directory, automate the removal of their account from Zoom, ServiceNow, and Microsoft 365 application services’.
- Customized and engineered PowerBI, Sql Server, and Management Specific Reports.
- GitHub, GitLab code repository and software development life cycle experienced utilizing agile Scrum release management techniques.
- Responsible for oversight, management, and security of over 5000 devices, 3 operating systems, and 1700 applications.
- Project manager for new initiatives and senior technical analyst on ad-hoc task forces for complex issues.

01/01/2021 – Present (Anchorage, AK)

Integrity QB Accounting, LLC, Senior Accountant, Owner (2-10hrs/wk)

- QuickBooks Certified Advanced ProAdvisor, Senior Accountant, Instructor
- Singlehandedly trained and certified 6 new Alaskan QuickBooks accountants, ages 15-67 years old.
- A debt free accounting and tax services organization that provides bookkeeping, accounting, and tax services to 6 Alaskan organizations.
- QuickBooks Online, QuickBooks Advanced, QuickBooks Payroll, QuickBooks Time

- The only QuickBooks accounting solution in Alaska
- Federal certified E-File tax agent

11/28/2016 – 12/18/2021 (JBER, Alaska) (Supervisor: Col Donald McKay 907-552-8250)

United States Air Force, IT Specialist GS-2210-12-5 (40hr/wk) (SECRET)

- IT Specialist, SharePoint (SP) Developer, Client Support, Helpdesk Lead, Contracting Officer Rep.
- Designed, developed, and oversight of helpdesk dashboards and ops matrix analytics
- Engineered a helpdesk ticket tracking application integrating all cyber support business processes
- Website Services Architect for both SIPRNet and NIPRNet web portals, Developed 15+ custom apps.
- Utilizing PowerShell, JavaScript, JQuery, JS Link, HTML5/CSS, REST, SP Designer to facilitate the development and maintenance of over 140 operational sites in support of 8 directorates and 500+ users.
- Consultant for partner PACAF command units on Web designs, Executed 5 Web Server Migrations
- Organize and facilitate SharePoint training for users, backup administrators, and site content managers.

07/27/2015 – 11/27/2016 (Princeton, Illinois) (Supervisor: George Garcia, 309-304-3013)

United States Department of Agriculture, IT Specialist GS-2210-11-1 (40hr/wk)(Public Trust)

- IT Specialist, Network Administrator, Client support services
- Provide desktop support to over 800 users while personally responsible for 11 geographical counties and sites. Supporting 3 agencies per site.
- Remote Desktop Support, Active Directory Account Management, SCCM, Network Troubleshooting and support, Microsoft Applications support, Cisco, Desktop/Laptop/Iphone/IPad deployments.
- Inventory and Asset management using Remedy. Travel between sites for on-site support services.
- Wrote a PowerShell to Exe application that consolidated admin responsibilities. Wrote Outlook vba/macro that reduced ticket creation time in half.

06/01/2015 – 07/24/2015 (Peoria, Illinois)

Caterpillar, Inc, SCCM Team Software Developer (40hr/wk)

- Software Developer, Integration and Testing, PowerShell Developer, SCCM support team.
- Created Integration and Testing Department for post deployment testing of high risk applications.
- Directly supported the secure deployment of software to over 98,000 workstations globally.
- Safely tested 3 high risk applications over 8 security updates with 0 security incidents.
- Developed PowerShell testing and automation scripts to reduce testing overhead from 2 days to 10 minutes. Completed 6 Month project in 1 month.

04/01/2014 – 05/30/2015 (Santiago, Dominican Republic)

Soluciones Humanas, DHSF (Dominican Republic) Bi-Lingual Software/Network Engineer (2-40hr/wk)

- Bi-Lingual Software developer and Network Engineer
- Develop software solution to convert Sugar CRM to a proprietary Access/SQL Azure/VBA web/client front end application.
- Setup Windows Server 2012 client/server network implementing RDS and VDI to deploy a web enabled remote client front end, mobile apps, and webapp. Remote office apps access.
- Successfully converted CRM to SQL/Azure cloud solution.
- Designed and developed 5 customized bi-lingual applications for client based on complex logistical specifications
- Increased productivity by over 1000% and client processes by 500% while removing paper processing and replacing with digital processing services

01/01/2012 – 6/01/2015 (Online Contract Services)

Onforce.com Pro ID: 146069 & WorkMarket.com User ID: 34837749, Network & Surveillance (On-Call)

- Network Engineer responsible for providing Level 2 onsite support for Level 3 remote engineers.
- Provided troubleshooting recommendations for WAN (ATM, T1, MPLS, FrameRelay) networks, circuit testing, demark extensions.
- Troubleshoot, Maintenance, Installation, and Repair of Surveillance Security Systems/Camera's
- Onforce 91 Jobs 100% rating, WorkMarket 4 jobs 100% rating.

07/01/2012 – 10/30/2012 (Anchorage, Alaska)

Denali Alaskan Federal Credit Union, Network Engineer (40hr/wk)

- Network Engineer responsible for installation, maintenance, monitoring of Cisco network WAN consisting of over 20 branches and ATM machines.
- Ran and terminated phone and data lines.
- Troubleshoot and maintained Cisco Unity IP phone network, CUCM, setup phones for new employees.
- Installed Patton Ethernet extenders and configured routers for AK State Fair ATM Machines.

01/01/2012 – Present (Anchorage, AK)

Integrity IT Internship, LLC, Director, Senior Engineer (2-10hrs/wk)

- CEO, Founder, Director: Senior Engineering, Grant Writing, Mentorship, Job Counselor, Accountant
- A debt free 501(c)3 technology trades organization that provides free technology services to home users and non-profit organization throughout Alaska.
- Created the 'Free modern computers for every Alaska home' program.
- Established job placement and interview training services members
- Built hands-on training labs for technologist training programs
- Developed entry level to senior level apprenticeship trades program for the auditable evolution of new technologist.
- Experienced project manager and scrum master

12/01/2009 – 05/30/2015 (Anchorage, Alaska)

Charter College, Senior IT Instructor, Curriculum Developer (50+hr/wk)

- Information Technology Instructor. Responsible for instructing, evaluating, and accounting for over 60 students/week five quarters a year.
- Senior IT Instructor, developed student training lab with 20+ computer Implementing Server 2012 and WDS.
- Subject matter expert in Microsoft Systems and Cisco Systems. Teaching Programming (Javascript, Pearl, Visual Basic, .NET, Python), Network Security, Network Technology Courseware

03/01/2010 – 03/28/2011 (Anchorage, Alaska)

M&M Enterprises, Northrop Grumman Air Force, Network Engineer (50+hr/wk)

- Distributed Mission Operations Network Engineer. Responsible for maintaining military live and virtual training network connectivity using both DOD communications protocols and proprietary Northrop Grumman equipment.
- Responsible for Network management (Cisco) of three sites between Anchorage and Fairbanks.

01/27/2004 – 01/26/2012 (Anchorage, Alaska)

United States Air Force, Secret Security Clearance, 1A451 Airborne Battle Management Instructor, SSgt

- Airborne Surveillance Technician Instructor, E-3 Sentry, over 1000hrs Combat Flight/SIM hrs.
- Provide Command and Control Airborne Early Warning and Detection
- JTIDS 101 (link-16) trained and certified in 2007
- Designed complex logistics software program (MS Access/VBA); increased productivity by 500%.
- Awarded Airmen of the Quarter, PACAF Crew of the Year, and Volunteer Awards
- Staff Sergeant, responsible for the rating, review, and supervision of 6 junior airmen

01/01/1997 – Present (Frederick, MD Kingsport, TN Anchorage, AK)

Integrity Computer Systems, LLC, Software Developer, Network & Systems Administrator, (2-40hrs/wk)

- CEO, Founder. Senior Tech: LAN/WAN Engineering, design, installation, & maintenance
- A debt free company that provides IT Training Services, Microsoft Small Business Partner
- Train and employ personnel, Director of Internship Program, www.i3internship.org
- Senior Web/Software Developer, Sql Azure, VBA, Access, Macro, .Net, HTML, php, Excel, etc.
- Oversaw 15 networks as Network Administrator simultaneously: no security incidents
- SME Educator, Microsoft Certified Instructor, Pearson Vue Test Center, IT Consultant

01/01/2000 – 06/30/2002 (Kingsport, Tennessee)

Tele-Optics, Inc, Network Administrator & Systems Administrator, (40hrs/wk)

- Network Administrator, PC Technician, and Helpdesk Support

- Singlehandedly managed over 70 computing and network devices; no down time
- Designed and setup WAN to Nashville and maintained WAN to Knoxville
- Developed Admin tools using Object Oriented C programming.

EDUCATION

- 2021 **PhD** Business Administration, spec. Computer & Information Security, Northcentral University
- 2013 **MS** Information Technology, Security, American Intercontinental University
- 2012 **BS** Information Technology Engineering, Security, Charter College

Publications

- 2021 Determinants for the Adoption of Cloud Computing among Alaskan Nonprofit Organizations

AWARDS AND COMMUNITY SERVICE

- 2022 QuickBooks Advanced Certified ProAdvisor, Accountant
- 2021 National Society of Leadership and Success Certified
- 2021 Contracting Officer Representative Certified
- 2021 Dissertation Posted to ProQuest: Determinants for Cloud Computing Adoption, Nonprofit Orgs
- 2020 SANS 534 Secure DevOps
- 2020 Nominated Civilian of the Quarter
- 2019 Nominated Civilian of the Quarter
- 2019 USAF Training for Select Civilians: Leading with Impact
- 2019 Introduction to Java 9
- 2018 70-480 Programming in HTML5 with JavaScript and CSS3, Certified
- 2018 70-486 Developing ASP.NET MVC 5 Web Applications
- 2018 70-532 Developing Microsoft Azure Solutions
- 2018 Windows Server 2012 R2, 70-410 Install/Configure, Certified
- 2018 Security+ CE Certified CompTIA ID: COMP10410584
- 2018 Accepted in Air Staff Command College Online, USAF
- 2018 SANS GSEC 401 Security Training Course, GSEC 401 Certified
- 2018 Curriculum Advisor for King Technical High School via membership with the Alaska IT Forum
- 2016 FEMA Certified: ICS-100, IS-120a, IS-130, IS-200b, IS-546a, IS-700a, IS-800b, IS-907
- 2016 Windows 10 Certified
- 2016 Integrity IT Internship, Non-Profit certified by the government as 503c non-profit entity.
- 2013 to Present, Director over Integrity IT Internship (I3). Non-Profit 503c internship program for apprentice IT Professionals. Mentoring and Senior Tech over 25 junior and college IT Professionals
- 2013 Alaska Youth Computer Camp. Provide Computer/Network Repair Training for youth under 18yrs of age. www.youthcomputercamp.com
- 2013 Alaska Cancer Society, Relay for Life. Hosted Free Wi-Fi Service for over 200 people.
- 2013 CCNA Security Certification obtained
- 2012 Alpha Beta Kappa, Honors Graduate
- April 2011 to Present Integrity Computers Internship Program, Integrity Training Alaska Non-Profit
- Provide Free Hands-On Computer & Network Training Skills
- Providing Mentorship and Leadership Skills Training
- Providing Free Computer to the local Community, internship.integrityak.com
- 2011 Alaska Project Management Institute, Member
- Nov 2010 to Feb 2013 Alaska Military Youth Academy Mentor
- Mentor 1 Cadet, He is now in College at UAA
Meet with him monthly to help with school and life skills
- 2010 Teaching Boot Camp, Delmars Faculty Development Program

- 2010 Network+ Security+ Server+ Certified, CompTIA ID: COMP10410584
- 2010 Campus Emergency Response Team (CERT) Certified, Charter College Alaska
- 2010 American Legion and VFW, Member
- 2009 Deans List, Drexel University, BS in Security Technology
- 2009 Certified Cisco Network Associate (CCNA), CISCO ID: CSC011716487 Scored 958 of 1000 pts.
- 2009 PACAF Crew of the Year, United States Air Force
- 2008 Martin Luther King Jr. Volunteer Award, University of Anchorage
- For providing one year of free PC Repair/Network Administration Support to the University.
Managed over 60 computers spanning 3 Departments
- 2008 Protestant Advisory Council Volunteer Award, Elmendorf AFB Chapel
- Represented the affairs and needs of over 200 Airmen concerning financial appropriations and distribution as president of the Airmen's Ministry for 2 years.
- 2008 Awarded \$1000 Scholarship, Air Force Services Club
- Top 10 Essay out of over 200 candidates Air Force wide
- 2007 Link-16 Joint Interoperability Course, JTIDS, Elmendorf AFB
- 2007 3rd Operations Group Airmen of the Quarter, Elmendorf AFB (out of 200+ Airmen)
- 2005 Private Pilot Ground School Training, Aero Club Elmendorf AFB
- 2005 IEEE, Member
- 2005 Licensed Pastor, Apostolic Church of Jesus Christ, Arkansas
- 2001 Licensed CompTIA A+ Certified, CompTIA ID: COMP10410594
- 2000 Licensed Microsoft Certified Systems Engineer, Microsoft ID: ID1287677
- Microsoft Certified Professional
- Windows Vista Technology Specialist