

## David Alfred Coleman

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Provided below is the information requested in the announcement.

SSN#: XXX-XX-XXXX

Veteran's Preference: 10 Point Preference

DOB: X-XXX XXXX

Country of Citizenship: USA

Highest Federal Civilian Grade Held: IT Specialist, GS-2210-12,  
June 2005 to present (SCID 11/18/2002)

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### Professional Objective

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A position as an IT Specialist, System Administrator (Servers) or IT Work Center Supervisor solving problems by utilizing my experience gained from over 27 years experience in the IT field in these positions.

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### Professional Experience

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**Dates Employed: August 2007 - Present**

**Title: Lead IT Specialist (Customer Support), GS-2210-12, Department of Veterans Affairs (VA)**

**Address: Michael E. DeBakey VA Medical Center  
2002 Holcombe Blvd.  
Houston, TX 77030-4298**

**Hours Per Week: 40**

**Salary: \$83,792**

**Supervisor: Roy K. Cox, Phone 713-794-7990, can be contacted if needed**

**Specific Experience and Accomplishments:**

As "Lead" I direct the maintenance functions of a combined telephone-based, walk-up, and on-site customer support operations center in support of over 4,600 end users who utilize over 3,600 desktop computers in one main hospital campus and 7 locations not located on the main campus. The core duties of this position require that I be proficient in and perform project management, manpower scheduling of the Help Desk function and prioritizing, assigning and scheduling work assignments for up to 16 desktop technicians using CA UniCenter Service Desk Software. Specific programs that I am responsible for are help desk operations; maintenance and support of all client IT equipment; client services project management; work ticket assignment/coordination. I am also responsible for maintaining a software applications database of over 2,400+ line items. I am tasked with scheduling in-house training sessions and being the technical expert in the maintenance of the desktop computers. I plan and coordinate the installation of new IT desktop equipment, as well as movement of existing equipment. Being the Lead Technician I attend meetings with hospital executives, commercial vendors and attend directly to end users with their concerns by telephone, E-mail and in person.

The majority of my time is spent doing management functions but I am also tasked to install, troubleshoot, and maintain the DELL workstations and peripherals in this Windows Server 2003 domain to maintain my technical expertise.

The technical expertise and attention to detail required of this position cannot be understated as many of the desktop computers are used in direct support of the treatment of hospital patients. The patients' safety and well being are dependent on my ability to adequately direct and provide the necessary desktop computer maintenance to keep the systems running efficiently.

**Dates Employed: June 2005 - August 2007**

**Title: IT Specialist (SysAdmin), GS-2210-12, Defense Information Systems Agency (DISA)**

**Address: DISA ISC-SA  
2261 Hughes Avenue, Suite 117  
Lackland AFB, TX 78236**

**Hours Per Week: 40**

**Salary: \$67,862**

**Supervisor: Daniel Rosborough, Phone 866-271-3242 ext. 2**

**Specific Experience and Accomplishments:**

Provide system administration support in the installation, configuration, troubleshooting, and maintenance of hardware and software of both desktops and servers in a Windows 2003 Server environment to ensure the availability and functionality of all information systems. I set CMOS configurations, partitioned hard drives, set RAID Array configurations, loaded Windows XP Pro, Windows 2003 Server onto desktops/servers and configured them in Active Directory. Built and maintained user network accounts, Exchange E-mail accounts and maintained user space on the LAN/WAN file servers. I maintained server integrity and vulnerability of our DELL PowerEdge Series and HP ProLiant 380 servers by correcting the "findings" in the registry and other Windows subsystems after using the DISA Gold Disk / Security Technical Implementation Guides (STIGS) and National Security Agency (NSA) Security Checklists. I've also corrected findings identified by "Retina" Network Security Scanner Software and submitted them to DISA's Vulnerability Management System (VMS) for tracking and mitigation purposes. I've submitted, monitored, and managed help desk cases via REMEDY software. I was the primary REMEDY Help Desk Software Administrator (with full Admin rights) for the DISA DISN program I was associated with. I've used, configured and/or installed the following software Windows XP Pro, Windows Server 2003, Microsoft Office Professional, Click to Meet Teleconferencing Software, Serena Team Track Process Management Software, REMEDY Help Desk Software, Symantec Antivirus Corporate Edition (both Client & Server sides), Host Based Security System (HBSS), IIS, SQL, SharePoint Portal, Exchange Server, DNS, maintained Active Directory, and configured TCP/IP settings. I set permissions, applied upgrades and security patches to both desktop and server software. I also administered remote site desktops and servers via Microsoft Remote Desktop Software.

**Dates Employed: November 2002 - June 2005**

**Title: Equipment Specialist (Electronic), GS-1670-11, Air Force Engineering and Technical Services (AFETS)**

**Address: 57 MXG/AFETS (USAF)  
5930 Rickenbacker Ave., Bldg 328/Rm 101  
Nellis AFB, NV 89191**

**Hours Per Week: 40**

**Salary: \$53,910 per year**

**Supervisor: Anthony Proffer, has changed duty locations; lost contact, Phone 702-652-0264**

**Specific Experience and Accomplishments:**

USAF civilian maintenance technician and trainer for the Predator UAV Ground Control Station providing support at the Predator Operations/Intelligence Cell at Nellis AFB and Creech AFB. Specializing in the Windows 2000 based TCP/IP LAN workstations. Providing direct computer, workstation and electronics technical support for 8 separate Predator systems; troubleshooting workstation hardware, software and HP LaserJet printers. Troubleshooting TCP/IP network cabling, configured TCP/IP software, isolate and repair network connectivity faults; bad CAT-5 cables and RJ-45 connectors.

**Dates Employed: June 2001 - November 2002**

**Title: Infrastructure Superintendent (Active Duty USAF Master Sergeant)**

**Address: 757AMXS/SCB  
Bldg 718, Room 101  
Indian Springs AFAF, NV 89018**

**Hours Per Week: 40**

**Salary: \$53,900 per year**

**Supervisor: Capt. Carol Faison, has changed duty locations; lost contact, Phone 404-840-1966**

**Specific Experience and Accomplishments:**

Supervised, wrote evaluations and created work schedules for 4 Systems Administrators in the maintenance, installation and configuration of over \$300,000.00 in computer network and telephone equipment. Provided direct computer, workstation and network technical support to over 230 users of the Nellis AFB WAN (NIPRNET & SIPRNET) via the Help Desk function; partitioned hard drives, loaded Windows NT Workstation, Windows 2000 Professional, Windows NT Server 4.0, MS Office 2000, Oracle DBMS Discoverer and installed them onto the network. Installed and managed DELL PowerEdge Series RAID 5 servers. Maintained network configurations using User Manager for Domains and Exchange Administrator. Set permissions, performed audits, applied upgrades and security patches to workstation software. Created and administered Network User and Exchange E-mail Accounts. Troubleshot PC hardware, software, modems, HP LaserJet printers, FAXes, Scanners and PDAs. Configured Norton Corporate Edition Virus Software in a "managed" environment. Used Norton Ghost to clone PCs for rollouts. Troubleshot TCP/IP network cabling, isolated and repaired network connectivity faults; bad CAT-5 cables, RJ-45 connectors and patch panel connections. Configured TCP/IP, POP3, SMTP, DNS, DHCP software. Coordinated upgrades to existing computer communications, file servers, and other network equipment and software to prevent obsolescence. Participated in the planning, coordination and implementation of local

area network connectivity, as needed. Identified, planned, and implemented disaster planning and data recovery, including file backup, restoration, and disk imaging. Also served as the squadron's Information Systems Security Officer (ISSO).

**Dates Employed: October 1999 - May 2001**

**Title: Communications Plans and Programs Chief (Active Duty USAF Master Sergeant)**

**Address: 757AMXS/MXATC  
Bldg 718, Room 135  
Indian Springs AFAF, NV 89018**

**Hours per week: 40**

**Salary: \$49,000 per year**

**Supervisor: Capt. Jeffrey Woffinden, has changed duty locations; lost contact, Phone 702-652-0449**

**Specific Experience and Accomplishments:**

Supervised, wrote evaluations and/or reviewed evaluations and created work schedules for 20 computer and SATCOM Terminal maintenance technicians on two \$6.9 million Predator UAV Ground Control Stations (GCS) and two \$7.4 million Primary Predator Satellite Link (PPSL) satellite communications terminals. Lead trainer for the SYSTEM 6 generation of the Ground Control Station, specializing in the Windows based TCP/IP network workstations. I was the Lead technician for the re-write of the Technical Manuals for the GCS. I was one of two Managers of the test team for the Operational Test & Evaluation (OT&E) on the Predator GCS. We were responsible for running the GCS through real world simulations and rating the GCS as either a pass or fail. The re-write of the manuals and certifying of the GCS for operational use (OT&E) were two very critical milestones in the development and fielding of the Predator System. After the re-write of the Technical Manuals and the systems passed OT&E we were deployed to Kuwait only 4 months later.

**Dates Employed: November 1995 - September 1999**

**Title: Manager, Computer Maintenance (Active Duty USAF Technical Sergeant)**

**Address: Base Closed**

**Hours per week: 40**

**Salary: \$46,000 per year**

**Supervisor: Mr. Greg Haining, Phone 719-567-8255**

**Specific Experience and Accomplishments:**

Supervised, wrote evaluations and/or reviewed evaluations and created work schedules for 17 computer technicians in an IBM mainframe maintenance work center. Deleted 1,500 items from supply warehouse valued at \$1.3 million, saved over \$100,000 in restocking costs. Instrumental in the planning and implementation for the upgrade of the aging IBM 3033 mainframes to the more reliable and supportable IBM 4381 computer systems; saved \$363,000 annually. Spearheaded the requisition of four Magnetic Tape Transports from salvage for training program and spare parts; returned to service \$115,000 worth of equipment.

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## Education and Training

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### High School

Pendleton High School, Pendleton South Carolina, High School Diploma 1977

### College Coursework Completed:

120 semester hours completed towards a degree in Information Technology (please see transcripts). My goal is to attain my MCSE and CCNA Certifications, then start baccalaureates program in Information Technology.

### Certifications Held:

Defense Information Systems Agency - IT Level II Certification  
Comptia Certifications - A+, Network+, Security+  
Microsoft Certifications - Microsoft Certified Professional (MCP)

### Licenses Held:

FCC Licenses - Marine Radio Operator Permit and General Radiotelephone Operators License with Radar Endorsement

### Technical Training and Education:

- Managing Microsoft Systems Management Server 2003, 05/22/2006 - 05/26/2006, 40 hours, TechNow
- System Administrator for Microsoft SQL Server 2000, 05/08/2006 - 05/12/2006, 40 hours, TechNow
- Crystal Reports - Power Development, 05/03/2006 - 05/04/2006, 16 hours, New Horizons
- Crystal Reports - Getting Started, 05/01/2006 - 05/02/2006, 16 hours, New Horizons
- Implementing and Administering Security in a Windows 2003 Server Network, 12/12/2005 - 12/16/2005, 40 hours, TechNow
- Planning, Implementing and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure, 09/26/2005 - 09/30/2005, 40 hours, TechNow

- Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure, 09/19/2005 - 09/23/2005, 40 hours, TechNow
  - Managing and Maintaining a Microsoft Windows Server 2003 Environment, 09/12/2005 - 09/16/2005, 40 hours, TechNow
  - Implementing and Managing a Microsoft Exchange Server 2003, 08/08/2005 - 08/12/2005, 40 hours, TechNow
  - Designing, Planning, Implementing and Managing a Microsoft Office SharePoint Server 2003 Infrastructure, 08/01/2005 - 08/05/2005, 24 hours, TechNow
  - Managing Your Infrastructure Using Microsoft Operations Manager 2005, 07/11/2005 - 07/13/2005, 24 hours, TechNow
  - Planning and Deploying Microsoft Systems Management Server 2003, 07/06/2005 - 07/08/2005, 24 hours, TechNow
  - Sensitive Compartmented Information (SCI) Security Officials Course, 02/06/2006, 32 hours, DIA
  - Instructors Fundamentals Course, 02/17/2005, 24 hours, USAF
  - Senior Non Commissioned Officer Academy - senior level personnel management course, 11/22/2002, 80 hours, USAF
  - Non Commissioned Officer Academy - mid-level personnel management course, 08/19/1999, 120 hours, USAF
  - Quality Assurance Evaluator Training - QAE Training, 08/06/1998, 8 hours, USAF
  - Team Leaders Course - Total Quality Management and the Continuous Process Improvement training (predecessor to SIGMA 6), 07/30/1996, 8 hours, USAF
  - Non Commissioned Officer Leadership School - mid-level personnel management course, 03/29/1990, 120 hours, USAF
  - Computer and Switching Systems Technical School, 03/01/1983, 1025 hours, USAF
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## Awards

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- Performance Award - February 2009 (Civil Service)
  - Incentive Award - March 2008 (Civil Service)
  - Incentive Award - December 2007 (Civil Service)
  - Performance Award - December 2006 (Civil Service)
  - Performance Award - June 2006 (Civil Service)
  - Director's Eagle Award - December 2005 to March 2006 (Civil Service, Team Category)
  - Performance Award - June 2005 (Civil Service)
  - Performance Award - June 2004 (Civil Service)
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## Security Clearance

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Top Secret / SSBI (presently inactive, periodic re-investigation closed on 11/19/2007)