Marcus T. Bell

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Summary

IT specialist (system administration and security) with eight years running Windows and Linux systems for federal users, including patching, access control and incident response.

Work Experience

IT Specialist (SYSADMIN), GS-2210-11

U.S. Army Corps of Engineers, Huntsville, AL | 03/2021 - Present | 40 hours per week

- Administer 180 Windows and 60 Red Hat Linux servers for 2,400 users; kept the monthly patch rate above 98% for 30 straight months.
- Cut critical vulnerability findings from 212 to 9 in one year by scripting patch checks in PowerShell and fixing the root causes in 3 server builds.
- Led recovery from a storage failure that took down 2 file servers: restored service in 5 hours and wrote the backup test plan now run every quarter.
- Manage Active Directory accounts and group policy; ran a review that removed 640 stale accounts and tightened admin rights.
- Wrote the system security documentation for 2 authorisation packages and answered the assessors' questions in person.
- Explain outages and planned changes to office chiefs in plain terms and train help desk staff on new procedures.

IT Specialist (SYSADMIN), GS-2210-09

U.S. Army Corps of Engineers, Huntsville, AL | 01/2018 - 02/2021 | 40 hours per week

- Built and maintained 70 virtual servers on VMware and documented each build.
- Resolved escalated tickets for 1,100 users, averaging 35 a week.
- Moved 900 mailboxes to a new email system over 3 weekends with no lost mail.
- Ran weekly backup checks and restored files for users on request.

Systems Administrator

Redstone Technical Services (contractor), Huntsville, AL | 06/2015 - 12/2017 | 40 hours per week

- Supported 400 users and 25 servers on a federal contract; kept the system up 99.9% of scheduled hours.
- Wrote 30 how-to guides for common fixes that cut repeat tickets.

Education

BS, Information Systems, University of Alabama in Huntsville, Huntsville, AL, 2015

Certifications and Licenses

- CompTIA Security+, CompTIA, 2019
- Red Hat Certified System Administrator, Red Hat, 2022

Skills

Systems: Windows Server, Red Hat Linux, VMware, Active Directory, Group Policy
Security and tools: Patch management, Vulnerability remediation, PowerShell, Bash, Backup and recovery