

Fallon Sullivan

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Diligent NOC Engineer with 10 years of experience in thorough planning and oversight of critical network infrastructure improvements. Seasoned expert at maintaining methods and procedures for creating and scheduling system maintenance. Key identification and analysis of equipment performance to reach NOC performance expectations. Critical contributions to setting network thresholds, coordinating projects, and leading operations assessment.

Education

Associate of Applied Science in Information Systems Technology: Network Administration May 2021
Tidewater Community College, Virginia

- Relevant Coursework: Cybersecurity, Virtualization, Network Engineering
- Held Sec+ Certification (2014)
- CompTIA SY0-701 Security+ (Oct2024)

Work History

Low-Voltage Cable Technician

Poe Enterprises, Norfolk, VA

September 2022 - May 2023

- Installed, repaired, troubleshooting, demolition of layer 1-3 network hardware.
- Installed WAPs, Bridges, backbone and horizontal cabling, network camera hardware, monitor displays, security devices, intrusion detection, switches, UPS.
- Worked in various professional environments ranging from construction sites to in-use office buildings, department stores, apartment buildings, and warehouses.

Professional Education/Development

TCC - Tidewater Community College, Virginia Beach, VA

June 2016 - September 2022

- Strengthened skills relating to asset troubleshooting, UNIX/Linux Server Administration, ICND1-Cisco Networking, Cyber Security, Business Communications, Virtualization Technologies.
- Familiarized with industry standards, practices, systems, and tools.
- Completed paperwork, recognizing discrepancies and promptly addressing for resolution.
- Managed time efficiently in order to complete all tasks within deadlines.
- Self-motivated, with a strong sense of personal responsibility.
- Paid attention to detail while completing assignments.
- Adaptable and proficient in learning new concepts quickly and efficiently.
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.

- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.

Tier 2 Admin

United States Coast Guard, Moyock, NC

June 2014 - June 2016

- Provided Incident Management and Monitoring through the use of BMC Remedy.
- Configured, maintained, and upgraded servers, end-user assets.
- Utilized Active Directory Users and Computers(ADUC) management of Users, groups, passwords.
- Performed proper destruction, storage, maintenance, and control of sensitive information-carrying devices in accordance with SLA requirements.
- Monitored BMC Remedy ticket queue for Incidents and Workorders that were managed by our CSD to troubleshoot issues for clients asset, account, and connectivity issues in an Area of Responsibility(AOR) of over 500 end users along the Atlantic Coast, and remote assets in Bahrain.
- Patched software and installed new versions to eliminate security problems and protect data.
- Installed, maintained, and managed Unsecure, Secure(S, TS) network, end-user assets, and servers.
- Upgraded operating systems and computer software to perform compatibility with programs.
- Documented technical issues and solutions to enable tracking history and maintain accurate logs.

Network Operations Center Admin

United States Coast Guard, Moyock, NC

May 2012 - June 2014

- Maintained communications between Land and Sea assists through several Layer 1/2 media (Copper, Fiber, SATCOM, VHF, UHF, HF).
- Ensured accessibility and monitoring services for CG(Coast Guard) assets. CG HQ(Headquarters), Area HQs, District HQs, Ships.
- Monitored and maintained networks on 24/7 watch schedule including 12 hour shifts overnight, and during business hours.
- Managed Windows Server 2003, Exchange Messaging System Server, Microsoft Outlook, Satellite Communications Messaging System, Domain Controller, File/Application and Print service issues.
- Maintained Remote assets through VPN sessions to observe, manage, and update remote servers.
- Monitored UNCLAS, CLAS, Secret, and TS circuits.
- Configured CISCO Switches and Routers when in accordance with established guidelines and best practices.
- Established Hot Site transfer to Communications Command from the old CAMSLANT for UNCLAS and CLASSIFIED intranet for Layer 1-4 hardware and software.

Key Skills

- Server Administrator: ADUC(Active Directory Users and Computers), Exchange, File/Print, DELLs
- Standards: EIA/TIA, TEMPEST(Telecommunications Electronics Materials Protected from Emanating Spurious Transmissions)
- Environments: UNCLAS(NIPR), Secret(SIPR), and Top Secret
- BMC Remedy: Work Orders, Incidents, Tasks

- Network Switch: CISCO 2960, 3850
- Office 365
- Network Troubleshooting
- Asset Management
- Software Updates

- Microsoft Office: 2000-2016
- Virtualization: VMWare
- Client Communication
- Password Resets