

ALEXANDRIA D.L. KEENAN

SKILLS & EXPERIENCE SUMMARY

- **Project Management and Customer Management:** Planned and executed numerous projects including the consolidation of server hardware onto virtual platforms, data backup and assurance, network monitoring and performance reporting in six enclaves. Possess excellent organizational skills; oral and written communication skills; problem solving ability; and customer service. Able to effectively collaborate with customers to support their needs, provide recommendations for IT solutions, and implement services and plans. Able to coordinate efforts between multiple Bureaus as well as internally to a single Bureau. Able to tailor the message to the appropriate level of the audience.
- **Secure Server and Network Configuration:** Ensure systems are designed, secured, maintained, and operated to meet DoS and DS security standards; monitor operating systems to ensure network devices are operating efficiently and securely; perform troubleshooting activities to address problem areas; and provide in-house technical expertise for the resolution of issues. Routinely monitor server operating systems; install and configure servers to include application of DS provided lockdown scripts, installation of backup and Anti-Virus software.
- **Infrastructure and Datacenter Planning:** Experience with server and network arena to provide long-range planning and analysis of server needs, growth and expansion, and consolidation initiatives for DoS Enterprise Datacenter (ESOC). Detail oriented when installing, securing, and configuring servers and problem solving customer issues. Currently responsible for over 500 ESX hosts and over 3600 virtual servers on six different networks in three datacenters operating 7x24x365. Authored SOPs and other documentation to support and configure the virtual infrastructure of DoS.
- **IT Consolidation & Server Virtualization:** Planned, designed, documented and executed consolidation initiatives for numerous bureaus within DoS using VMWare ESX and ESXi, Hewlett Packard Blades hardware, and Storage Area Network (SAN) technologies utilizing NetApp Storage devices, and VCE Converged infrastructure (including Dell blade servers, EMC storage, Cisco Switches, and VMware).
- **Security:** Work with teammates to insure the virtual infrastructure for DoS remains up to date and patched. This includes not only hardware but also virtual servers. Remain current on Cyber Security as required by DoS to maintain personal Administrator accounts (elevated privilege) on five networks, CyberArk, and Azure cloud. Assist customers by educating them in DS Security policies, iPost, SMS and other patching, Active Directory and local account creation and management. Expert knowledge of the DS Security Configuration Guides and the DOS System Admin Guide as it relates to servers, workstations and users.
- **Software Applications:** Knowledge of Windows 2000/2003/2008/2008R2/2012/2016 Server including implementation, configuration to DS security and configuration standards and administration. Also familiar with Windows 7/XP/NT, and PowerShell. Responsible for implementation and daily monitoring of an enterprise level server backup / disaster recovery solution utilizing Avamar, Tivoli Storage manager, Ranger, and NetApp SMVI on Storage Area Networks. Led server consolidation effort using VMWare GSX, ESX, and ESXi Server and HP and Dell Blade server technologies.
- **Customer Support & Problem Solving:** Provide around the clock response to alerts generated by NetIQ, ASG Sentry, and other monitoring applications concerning host and server connectivity, performance, and web site accessibility. Educate customers regarding software/hardware functionality to reduce support calls and increase productivity. Coordinate agency-wide equipment and software upgrades.
- **Methodologies:** Familiar with concepts and management ideals related to ISO 9001:2008. Ability to interview and provide a variety of reports to assist in decision-making processes. Able to gather and organize information to be presented both orally and in writing. Able to research various topics as

necessary to provide feedback and recommendations to management. Basic knowledge of Information Technology Infrastructure Library (ITIL) best practices framework for identifying, planning, delivering and supporting IT services.

- Leadership and Miscellaneous Skills: Able to resolve conflicts between peers as well as between management and subordinates. Able to communicate effectively with management, peers, subordinates, and ranking government officials. Attention to detail, and a fast learner. Effective customer service skills. Able to train and mentor others in procedures and service. Active listener and able to provide out of the box ideas for problem resolution.

Boy Scouts of America (Volunteer service) 2008 -Present

- Served over three years as Scoutmaster for a Troop of 40 Scouts (all boy Troop). Implemented youth Leadership Training and facilitated it twice a year for 4 years. Created anti-bullying training for youth. Assisted Scouts in training others on bullying prevention and response. Trained adult leaders on methods of Scouting and their implementation. Coordinated and hosted three District level events for over 300 Scouts and Leaders. Conducted Training for Scouts Leaders to enable them to conduct inductions into the Order of the Arrow (the Honour Society of the Boy Scouts of America). Selected as one of two Course Directors for Wood Badge (BSA's premier Leadership Training) in the National Capital Area Council in 2021.
- Council Level Trainer, National Capital Area Council, Boy Scouts of America Regularly serve as a staff member for adult leader trainings in the BSA to include Wood Badge (premier Leadership training), Back Country Outdoor Leadership Skills, and Powder Horn. Also, work at a unit level assisting with you leadership training opportunities. The National Capital Area Council is one of the largest in the world and covers 23 Districts in Maryland, Virginia, and DC.
- Associate Lodge Adviser for Talent for the world's largest Order of the Arrow Lodge, BSA The OA is the Honour Society for the BSA. Duties include leading adults, and mentoring youth (over 4,000 Arrowmen), with regard to training, talent management, and recognition.
- Recipient of the District Award of Merit, Prince George's District Distinguished Souther, and Olave Baden Powell Awards
- Wood Badge course Director, Fall 2021

Janet Keenan Housing Corporation (501c3) (Volunteer service) 2009 -Present

- Active member of the Board of Directors. The JKHC seeks to provide clean, safe, affordable housing for low and very low income residents in the District of Columbia. While maintaining a residence in Northwest DC, the all volunteer Board works to meet its mission and provide housing for those who would otherwise be homeless.
- Established a web presence for the organization.
- Coordinated to purchase and install new windows in a residence owned by the JKHC that is used to further our Mission.
- Work to implement plans to further our Mission through new and innovative technologies and methodologies.

EDUCATION, CERTIFICATIONS, OTHER TRAINING

- Master of Science, East Texas State University (now Texas A&M University), 1993
- Bachelor of Science (Double Major), Sam Houston State University, 1991

- Microsoft Certified Systems Engineer, Plus Security Certification (6478991)
- Security+ Certification (COMP001007788367)
- VMWare Certified Professional 4 (74394)
- VCE Certified Converged Infrastructure Associate (VCE-CIA0005792)
- VCE Certified Converged Infrastructure Administration Engineer (VCE-CIAE0000048)
- Project Management Professional (1877704)
- Army Family Team Building, Master Trainer
- Wood Badge (Leadership Training), National Capital Area Council, Boy Scouts of America
- Leave No Trace Trainer