JAMES HOLAN

1113 Glen Loch Dr.
Irving, TX 75062
Phone: (214) 534-7823
james@jamesholan.com

PROFESSIONAL PROFILE

Systems Engineer/Admin seeking a career in IT that will allow me to continue to grow my skills and offer challenges. I'm offering years of IT and Networking experience. I have experience of going to client sites doing installs and training. I have experience in management of employees and leading teams. Some of my skills include networking setup and maintaining Cisco Routers and SOHO routers, working System Administration in Azure Active Directory, AD and O365 admin and strong ecommerce skills. I am looking for an exciting opportunity to work with a team in a great company with the ability to grow and expand.

PROFESSIONAL SKILLS

- US Gov Tier 4 Public Trust Clearance
- MCSE
- CCNA
- CompTIA CASP+
- CompTIA A+
- CompTIA Network +
- CompTIA Security +
- CompTIA CYSA+
- Google IT Pro
- IBM Cyber Security Analyst
- ServiceNow
- Router configuration
- Cisco
- Windows NT 4.0 Server, 2016, 2019

- Active Directories
- MS Entra ID
- Office/MS 365
- Microsoft Teams
- Web Site development
- Shopify
- WordPress
- HTML
- Front Page
- Amazon E-Commerce
- Walmart E-Commerce
- Sears E-Commerce
- eBay E-Commerce
- Microsoft Office
- Windows 95,98, XP,7,8,10,11
- Microsoft Exchange Server Admin

- DNS
- Desktop administration
- SEO, SMO
- Management Experience
- Training and Teaching Experience
- TCP/IP
- Help Desk
- ServiceNow
- SpiceWorks
- Kaseya RMM
- PC/Laptop hardware
- Shipping and receiving
- Army National Guard 6 years
- PC/Laptop Hardware
- 3CX VOIP
- Genesys Admin

PROFESSIONAL EXPERIENCE

The Providencia Group   **Dallas, Tx**
Security Business Analyst   **3/2021 – Present**

- Currently working remote as a Security Business Analyst: Duties include accessing the organization's infrastructure and data to identify vulnerabilities and risk.
- Working with NIST framework to help build the companies ATO packages.
- Create policies and procedures and create SOP documentation that aligns with the company's security posture.
- Perform System Admin, operation system upgrades, computer hardware to network cabling, printers, wireless technologies, MS Team, ServiceNow, Kaseya RMM Office 365, Cell Phone setup, WAP, Wi-Fi, MiFi.
- Working remotely and traveling to sites to support HHS processing immigration request.
- Provides 24 x 7 tech support for emergency operations. Additional responsibilities include teaching new employee IT Orientation classes.

BlackBeltShop.com   **Irving, Tx**
System Administrator/Web Master   **11/2002 – 1/2021**

- Responsibilities included complete build of the BlackBeltShop.com, a martial Arts Supplies company website on the Shopify e-commerce platform.
- Insured PCIDSS compliance was met. Also responsible for the integration of BlackBeltShop products using Shopify apps to integrate sales channels including Amazon, Walmart, Sears, Jet, Newegg, Rakuten and eBay.
- Network setup included Lan, WAN, Wi-Fi and Hotspots, router and switch setup, fulling and terminating cables, Zoom, SEO and SMO projects.

Symon Communications   **Plano, Tx**
System Engineer/Technical Support Manager   **1/1998 – 1/2002**

- Duties included traveling to client sites across North America to install Windows NT, Windows 98, in multimedia call centers, and configuring it to operate with our Symon software.
- Installed Symon software, hardware that connected to PBX switches and provided training of the operation of this software to the clients.
- Managed a Technical Support desk that provided support for our customers and our field Engineers.

GTE   **Irving, Tx**
Plant Assignment Clerk/Phone Support   **1/1997 – 1/1998**

- Connection of phone service to customers using software applications that accessed a Unix database.
- Assisted field technicians in locating facilities and troubleshooting problems with cable pairs over the phone.
- Maintained system functionality by testing computer components.
- Handled customer complaints, provided appropriate solutions and alternatives within the time limits; followed up to ensure resolution.

EDUCATION

Networking Technologies Program   **Dallas, Tx**
Southern Methodist University

CERTIFICATIONS

CompTIA A +
CompTIA Network +
CompTIA Security +
CompTIA CySA +
CompTIA Advanced Security Practitioner (CASP+)
CCNA
MCSE
Google IT Pro
IBM Cyber Security Analyst