Justin Small

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# SUMMARY

As an accomplished Information Technology Systems Analyst, I bring extensive expertise in both classified and unclassified computational architectures. My skills encompass Adobe Coldfusion web development, database administration, and proficient management of help desk/network operations. With a proven track record of successfully overseeing complex multi-million dollar IT initiatives, developing instructional resources, and fostering leadership within teams, I am well-prepared to contribute to a forward-thinking organization in the Information Technology sector. Possessing strong written and verbal communication skills, I am eager to leverage my technical proficiency in a pivotal role within your esteemed organization.

# SKILLS

ACL, Active Directory, Adobe Coldfusion, Adobe Coldfusion Builder, Adobe Coldfusion Server, Adobe Dreamweaver, Adobe Photoshop, AI, Apache, Audit Logs, Authentication, Batch Files, Business Continuity Planning, CacheFlow Proxy Server, Coding, Communication Skills, Computer Forensics, Computer Science, Computer Networking, Computer Security, Computer Skills, Crisis Management, Customer Service, Cybersecurity, Data Analysis, Database Administrator, Databases, DHCP, DNS, Domain Administrator, EAPs, Eclipse, Emergency Action Procedures, Ethernet, Firewall, Group Policy, GPO, HBSS, Help Desk, Host-Based Security System, HTML5, Incident Response, Information Assurance, Information Security, Information Systems Security Engineer, Instructor, Intelligence Experiences, IP Cameras, IPSec, IPV4, IT, IT Auditing, IT Governance, IT Management, IT Security Management, IT Support, IT Systems, ITIL, Kix, KixTart, LAMP, LAN, Leadership Development, Life Cycle Support, Linux, Logon Scripts, MAN, Microsoft Exchange, Microsoft Office, Microsoft Project Management, Microsoft Sharepoint, Microsoft SQL Server, Microsoft Visio, Microsoft Windows, Microsoft Windows Server, MyPHPAdmin, MySQL, Network Administration, Network Design, Network Knowledge, Network Monitoring, Network Security, Network Support, Network Troubleshooting, NIST Standards, NTP, Operating Systems, PCI, Penetration Testing, PKI, Powershell, Printer Servers, Program Management, Project Implementation, Project Management, Project Management Software, RDP, Remedy Administrator, Remote Access Software, Resume Skills, Risk Management, Root Cause Analysis, Routing Protocols, RMF, SA, Samba, SCCM, Security Clearance, Security Patch Management, Senior Leadership, Server Administration, Sharepoint Server, Sidewinder, SLA, Software Deployment, Software Troubleshooting, SolarWinds, Splunk, SQL Coding, SSL, Subject Matter Expert, System Administration, System Administrator, System Design, Teaching Skills, Team Building, Technical Knowledge, Technical Lead, Technical Support Specialist, Technical Writer, Technology Management, Time Management, Training Program Manager, Training Manager, Training Material Development, Top Secret Clearance, Unix, User Experience, Vendor Management, Virtual Box, VLAN, VoIP, VPN, WAN, Web Development, Whats Up Gold, Windows File Security, Windows File Sharing, Windows Remote Desktop, WINS, Wireshark, WMWare

# EXPERIENCE

## Diamond Self Storage Management, LLC, Blossom, TX *- Executive Vice President*

April 2018 - PRESENT

* EVP responsibilities:
  + Driving IT strategy
  + Managing 50+ systems for PCI Compliance
  + Overseeing Adobe Coldfusion web development
* Accomplishments at Diamond Self Storage:
  + Led operations, safety, security, IT, and training
  + Boosted annual property revenue by 8%
* Achievements in PCI compliance and cost savings:
  + Achieved PCI compliance with zero audit discrepancies
  + Implemented computer security training
  + Saved $75,000 annually by streamlining online payment processing

## US Air Force, Andrews AFB, MD *- Network Project Manager*

September 2013 - April 2018

* Managed the $4.2 million Satellite network gateway
* Optimized command and control for senior US government leaders
* Addressed flight scheduling building an Adobe Coldfusion website, saving 5000+ man-hours annually
* Strengthened security in the network operations center, preventing Distributed Denial of Service attacks at critical gateways

## US Air Force, Andrews AFB, MD *- Network Operations Center Manager*

February 2010 - September 2013

* Led 45 technicians in maintaining crucial unclassified and classified networks for US senior leadership
* Reduced mission briefing preparation time by over 3,000 man-hours through data collection automation
* Resolved a critical USAF internet routing issue affecting 500,000+ assets and Air Force Internet Gateway Routers
* Implemented a multi-million dollar re-engineering effort to address the routing issue
* Recovered 8,000+ Remedy Tickets without data loss, facilitating the repair of over $2 million worth of network equipment

## US Air Force, Davis-Monthan AFB, AZ *- System Administrator*

May 2004 - February 2010

* Managed Linux and Windows systems for secure and non-secure computers in support of US Air Force Weather Agency missions
* Installed, configured, and maintained 400+ systems for weather forecasters collecting data from 250+ National Weather Service relay stations
* Supported missions for US Army, Air Force, CIA, ATF, US Customs and Border Patrol drug-interdiction, and US Coast Guard in Western CONUS and South America
* Created a joint-service weather weapons system website in 2010 for the Honduras earthquake
* Aided humanitarian efforts and saved over 400 lives through the timely dissemination of critical weather information

## US Air Force, Osan Air Base, Republic of Korea *- Network Security Specialist*

May 2003 - May 2004

* Network security specialist for Pacific Air Forces
* Audited 15,000 user passwords and enforced password policies
* Thwarted hundreds of network attacks
* Orchestrated white hat testing for 4 Air Force base networks, identifying major vulnerabilities
* Senior help desk technician leading a team of 20, closed over 500 tickets in 6 months
* Built a testing domain with email and web server
* Trained 50 system administrators in Active Directory and Microsoft Exchange best practices

## US Air Force, Davis-Monthan AFB, AZ *- Help Desk Technician/Network Security Specialist*

May 1998 - May 2003

* Developed computer security policy and trained over 600 domain users
* Migrated Windows NT domain controllers to Active Directory
* Managed over 4,000 crypto items with zero security incidents in 4 years
* Help Desk technician, resolved over 200 tickets
* Remedy ticket system administrator
* Researched and authored 4 technical manuals
* Built Adobe Coldfusion website Knowledge Base decreasing computer repair time 1,200 man-hours annually

# EDUCATION

## Trident University International, Chandler, AZ *- MS in Information Assurance and Cyber Security Management*

December 2023 - Present

## Trident University International, Chandler, AZ *- SS in Information Technology Management*

September 2023

## Community College of the Air Force, Maxwell AFB, AL *- Associates in Computer Information Systems*

September 2008

# CERTIFICATIONS Security Clearance *- TS/SCI* October 1998 - June 2018 CompTIA Security + July 2009 - June 2018

# MILITARY SERVICE United States Air Force *- Technical Sergent* May 1998 - June 2018

# AWARDS

US Air Force Joint Service Acheivement Medal  
Outstanding Unit Award (x4)  
Meritorious Service Medal  
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