Kevin Lama

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WORK EXPERIENCE

Department of Veterans Affairs   **July 2020 – Present**
IT Tier 2 Support   *Brooklyn, NY*
- Provided technical assistance to end-users in troubleshooting and resolving technology-based problems
- Installed, configured, deployed, and maintained both IT hardware and software across Hospital campus.
- Ensured various systems remained in compliance with HIPAA and Federal Information Security standards.
  - Audited individual workstations and applied patches as needed for security updates.
  - Assisted in establishing information availability while maintaining patient confidentiality.
- Evaluated, prioritized, and responded to service requests, documenting changes made to tech infrastructure.

Workforce Opportunity Services   **November 2018 – July 2020**
Disaster Recovery Consultant   *Manhattan, New York*
- Coordinated, conducted, tested, and documented changes to client institution's disaster recovery procedures.
- Reported results of disaster recovery tests to senior administrative officers, providing insight on how to improve recoverability of organizational operations.
- Performed installation of hardware upgrades in order to support and supplement technological capabilities based on after-action report from disaster recovery tests.
- Worked with vendors to further develop and improve upon existing business continuity plans.
- Established baseline employee and vendor access to internal networks using SailPoint Identity Management

United States Army   **August 2006 – April 2012**
SatCom Operator & Maintainer   *Fort Bragg, North Carolina*
- Established, operated, and maintained tactical and strategic satellite communication network links in garrison environment.
- Performed operational maintenance and quality control checks & services on Digital Communication Satellite Subsystems.
- Set-up, configured, and operated VoIP networks within garrison environment.
- Performed and documented preventative maintenance checks and services on assigned equipment to ensure functionality and reliability.
- Trained and tested deploying units on proper procedures to ensure successful accomplishment of objectives in theater of operations.

EDUCATION

New Jersey Institute of Technology   **May 2018**
B.Sc. Information Technology, Minor in Computer Science   *Newark, New Jersey*
- Founding office of Student Veteran Organization.
- Assisted in developing interactive web-based system for NJ Judicial Court system for end-users to build and track cases.
- Currently pursuing IT Administration Graduate Certificate, expected to complete requirements by December 2021.

SKILLS & INTERESTS

- **Skills:**

Linux	Java	SQL
Shell Scripting	Python	Wireshark

- **Certifications:**

CompTIA Security+	CISSP (License# 727224)	Junos JNCIA

- **Interests:**
  Currently developing a home-lab consisting of multiple Raspberry Pis in order to further develop and refine professional skills.
  Studying for future networking and cybersecurity certifications such as the CCNA, OSCP, and Sans Institute series.