

JOSHUA M. MORGAN

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SUMMARY

Certified IT professional with over 15 years of experience leading systems administration, network security, and cloud solutions for mission-critical operations. Proven ability to manage \$35M+ in assets and deliver projects that save costs and enhance efficiency.

CERTIFICATIONS

- CompTIA Project+ • ITIL V4 • CompTIA Cloud Essentials
- CompTIA A+ • CompTIA Network+ • Certified Virtual Data Expert (CVDX)
- LPI Linux Essentials

TECHNICAL SKILLS

- Systems Administration: Windows 11, VMware, SCCM, Active Directory
- Cloud & Network: Office 365, Cloud Solution Management, Network Security, Cisco Meraki
- Tools: Remedy, Vulnerability Management, Batch Scripting
- Project Management: ITIL V4, CompTIA Project+, Cross-Functional Team Leadership

PROFESSIONAL EXPERIENCE

IT Specialist, USAFA 10th Communications Squadron, Colorado Springs, CO Feb 2020–Present

- Manage IT operations for 9.4K devices and 11.3K users, maintaining \$35M in assets with 99.8% uptime.
- Led 2022 lifecycle replacement project, upgrading 900+ computer assets on time and within budget.
- Built and deployed a .mil network print server, boosting efficiency for squadron-level teams.

- Configured 13 systems during Inprocessing Day, supporting 1,160 cadets with zero downtime.
- Developed virtual communication systems for COVID-19 response, training 3 team members.
- Earned 2 Outstanding Performer Awards and 9 leadership coins for exceptional service.

Computer Technician, East Bay IT, Tampa, FL

Apr 2019–Feb 2020

- Mitigated ransomware attack, securing 35 systems and implementing Cisco Meraki VPN solutions.
- Automated imaging and maintenance processes with 10 batch scripts, reducing downtime by 20%.

Field Technician, Form 10 Group, Tampa, FL

Apr 2018–Apr 2019

- Resolved 19% of company-wide trouble tickets across 9 counties, ensuring operational continuity.
- Prevented work stoppage by proactively replacing 12 failing hard drives, saving \$40K in assets.

United States Air Force, Various Locations

2006–2018

- Systems Administration Manager (Canada, 2015–2018): Led secure network operations for 33 personnel, saving \$990K in training costs and \$33K in upgrades.
- Cyber Systems Operations Supervisor (South Korea, 2014–2015): Managed \$24M network for 7.4K users, restoring services during outages.
- Cyber Systems Operations Journeyman (Colorado, 2009–2014): Optimized server infrastructure, saving \$115K and earning top Air Force security rating.
- Network Administrator (Iraq, 2013): Maintained 100% uptime for combat networks, saving \$1.8M in assets.
- Client Systems Technician (Portugal, 2006–2009): Managed \$4M in assets, supporting 1,800 users.

EDUCATION

B.S., Network Operations & Security (In Progress, Expected 202X)

Western Governors University, Salt Lake City, UT