

Kevin C. Kingsley

Special

- Outstanding problem solving skills, commitment to customer service, attention to detail.

Qualifications:

- Maturity, Innovation, and Leadership acquired during 9 years of service as a U.S. Army Signal Officer and 20 years as an IT engineer for private and government sectors.
- Excellent communications skills and ability to build strong working relationships with teams in multiple program areas.
- Experienced in IT Systems Management and Information Security/Assurance including:
 - Designing, installing, and troubleshooting large data networks.
 - NIST framework for Information Security.
 - Server/Client applications management and troubleshooting.
 - Industry Standards - TCP/IP, Ethernet, WiFi, IPsec, VPN, OSI, DNS, DHCP, NTP, more
 - Firewall Management – Juniper, CheckPoint, Cisco, others
 - Router/Switch Management - Cisco, Avaya, Juniper, HP, others
 - Proxy Servers and services - zScaler, BlueCoat, PAC file writing and deployment
 - Self-motivated. Love to learn new concepts and integrate systems.

Work

Experience:

ITS-4 Information Security – Health Cluster: *May 2016 – Present*

NYS ITS supporting Health Cluster networks, 44 Holland Avenue, Albany, N.Y.

Operates multiple internal and external network scanning devices across multiple agencies and networks. Consolidates results and provides reporting with goal to both train people and remediate hardware and web application vulnerabilities. Uses technical and security experience to provide RFP responses and follow up.

ITS-3 Data Communications – Enterprise ITS: *Sep 2015 – May 2016*

NYS ITS supporting DOCCS network, 50 Wolf Road, Albany, N.Y.

Worked with multiple teams to establish network and application availability. Analyzed, recommended, and implemented network solutions to meet connectivity and access requirements. Maintained and updated network and project documentation. Presented formal and informal training to colleagues and customers.

ITS-3 Information Security - Enterprise ISO Office: *Aug 2014 – Sep 2015*

NYS Enterprise ISO, Building 8, W. A. Harriman State Campus, Albany, N.Y.

Collaborated with peers to develop a multi-layered and adaptive approach to counter a dynamic information security threat environment. As a member of the Secure Architecture/Secure Engineering Team, ensured the implementation, enhancement, and monitoring of secure enterprise-wide offerings. Documented security standards and guidelines. Promoted security and risk assessment awareness.

ITS-2 Data Communications – Supporting DCJS: *Dec 2008 – Aug 2014*

NYS DCJS, A.E. Smith building, Albany, N.Y.

Maintained firewall systems, web proxy, anti-virus scanning systems, routers, and switches as infrastructure of multiple site and organizational WAN. Improved security. Rewrote policy and configuration of the web proxy from scratch in order to be increase security and support customers' ease of use. Routed ftp services through proxy (AV scanning) instead of direct through firewall. Coded and maintained several valuable tools to better monitor, secure, audit, and maintain systems. After recognizing reoccurring issues, authored and

maintained web page exclusively for customer training and tools. Maintained and updated network documentation.

IT Manager - Desktop Support Group: *Mar 2005 – Dec 2008*

Glens Falls Hospital, Glens Falls, N.Y.

Promoted over all employees with more seniority. Efficiently managed group's priorities to provide consistent support for all users of Glens Falls Hospital systems and applications. Improved group productivity by instituting task tracking and information sharing. Streamlined processes to make end users better able to accomplish day-to-day tasks. Provided multiple training classes for end users to better manage their data access needs. Accurately ordered and tracked hospital's IT hardware and licensing. Lead by example.

IT Specialist - Desktop Support Group: *Jan 2003 – Mar 2005*

Glens Falls Hospital, Glens Falls, N.Y.

Instrumental in success of IT rollout for 12 remote sites. Wrote software tool that tracks status of VPN tunnels to remote sites (and status of several important servers and routers) and publishes this in a constantly updated web page. Investigated and solved numerous issues with virus and adware. Performed user account management for local, roaming, and terminal services profiles. Implemented hardware and software installation, maintenance, upgrade projects of client workstations, printers, and other end user devices. Provided end-user application support and received many thank you emails. Authored web-based documentation that allows other members of group to quickly and more efficiently complete assigned tasks.

Team Leader, 3rd Generation Wireless (Cellular) Development: *Aug 1999 – Jan 2003*

Bell Labs (Lucent Technologies), 67 Whippany Rd, Whippany, N.J.

Catalyst for the successful delivery of Lucent's 3G message to 15 national/international trade shows, 8 customer events, and 52 customer visits. Results focused; persisted in the face of obstacles, which were overcome in every event and in all customer locations. Introduced new and innovative ideas to enhance the customer's experience. Took on challenges and risks with the knowledge that their positive outcome would be of great benefit to the Lucent 3G strategy and message. These ideas were very well received by customers, industry analysts, and the media and gave great credibility to Lucent and its 3G story. Demonstrated excellent presentation and customer interaction skills. Showed an exemplary degree of personal integrity, genuine commitment to customer satisfaction, and a strong desire to see the company succeed in the marketplace. Established training and project disciplines that have aided in the establishment, maintenance, and future transition of the 3G demo center and demo mobile units. Implemented process controls which were keys to providing consistency, structure, and control to an ever-changing, multi-site, technical environment. Received 5 Recognition Awards and many Letters of Commendation and Thanks from customer teams and technical leaders.

MTS, Data Networking Systems Architecture and Standards: *Aug 1998 – Aug 1999*

Bell Labs (Lucent Technologies), Holmdel, N.J.

Leveraged knowledge of TCP/IP, ATM, SONET, SDH, and WDM. Authored "Optical Internetworking Strategy for Carrier Packet Networks", an internal strategy paper for DNS product interfaces and applications to guide development of products lines. Lead Lucent's

effort in the Optical Internetworking Forum (OIF). Authored 2 contributions to the OIF to advance Lucent's initiatives. Wrote and maintained internal and external websites to easily and efficiently disseminate information and coordinate the company's efforts for this international standards body. Gave numerous presentations to various forums on optical-data internetworking. Active member of IETF, ITU-T, and T1X1 organizations.

Senior Systems Engineer for Wireless Network Services: *Sept 1996 - Aug 1998*
Nortel Networks, Sunrise, FL.

Ex-pat assignment as customer technical support engineer to CELLCOM, Israel, the provider of the largest completely digital (TDMA) wireless network. Engineering accomplishments included testing/delivery of multiple features into the network (CEP, MWI, CM Based Paging,...), post software releases providing specific functionality, and hardware/software planning for future software releases. Close customer interface was a demonstrated personal strong point. Wrote and presented technical presentations to CELLCOM's network engineers and senior switch technicians on delivery of EFRC into CELLCOM's completely digital TDMA network. Published paper, "VSELP to EFRC", covering issues and procedures involved in upgrading wireless networks to the next generation digital voice CODEC. Other CELLCOM projects included problem tracking and solution of specific problem reports from the customer. Answered and presented the systems engineering sections of many Brazil B-Band privatization and A-Band digitization tenders (RFQs). Replies included complete systems design, features integration, and technical cost estimates.

Wireless Networks Test Engineer: *Sept 1993 - Aug 1996*
Nortel Networks, 2221 Lakeside Blvd, Richardson, TX.

Wrote and executed Product Test Plans and numerous manual and automated test cases to verify releases of NORTEL mobile telephone switching hardware and software. Leader of product test team responsible for all features on the Digital Signal Processing Module (DSPM), NORTEL's platform for VSELP (IS-54) voice coding which implements TDMA3 digital mobile communications. Received award for training presented to project's multi-site development team. Prime of CDPD product test team after just one year with company. Designed and built 8x8 RF simulator prototypes to allow closed loop, wireless testing of 400 and 800 MHz systems. Training lead of two C-level groups; wrote and implemented internal training program that allows group's new hires to become productive at a much faster pace. Improved department's productivity by writing many useful tools in UNIX shell scripts that are used in everyday tasks. Team leader of Enhanced Full Rate CODEC (EFRC) (IS-641) testing group. Awarded assignment as member, then leadership of Continuous Improvement (CI) Team.

Central Office Support Engineer: *May 1993 - Sept 1993*

Bell Northern Research (Nortel), 2221 Lakeside Blvd, Richardson, TX.

Developed excellent hardware experience base on all NORTEL product lines by solving trouble tickets from users of C.O.. Performed equipment circuit pack upgrades with zero down time.

Military Communications Doctrine Writer: *Nov 1991 - Sep 1992*

Training and Doctrine Command, **U.S. Army**, Ft Gordon, GA.

Demonstrated excellent technical writing skills. Used Desert Storm experience to author U.S. Army Manual, "Echelons Above Corps Signal Support", covering communications

operations and information management in large command centers. Authored "The Signal Leader's Guide" covering small unit leadership techniques for the junior officer.

Communications Operations Officer: *Sep 1990 - Nov 1991*

93rd Signal Bde, **U.S. Army**, Desert Shield/Desert Storm

Combat Veteran. Designed and managed highly flexible communications network that allowed fixed and wireless subscribers to communicate over microwave, satellite, cable, and FM radio systems in support of UN forces in Operation Desert Storm. Multiple decorations for outstanding leadership and mission successes.

Infantry Unit Signal Officer: *May 1986 - Sep 1990*

1-6th Inf Reg, **U.S. Army**, Germany

Provided communications and electronics expertise for unit. Fielded, maintained, and trained users on IBM computer systems. Managed 28 soldiers in four communications specialties.

Company Operations Officer: *Nov 1984 - May 1986*

51st Signal Bn, **U.S. Army**, Germany

Planned and supervised the installation and maintenance of up to 850 terminal devices using digital switchboards, microwave and satellite radios, and multiplexing equipment on all field exercises. Designed modifications to telephones which slashed installation time by 50 percent. Decorated twice for mission successes.

Certifications: CISSP ((ISC)2), CCENT (Cisco)

Education: B.S. in Physics, (minor in Mathematics), Siena College, Loudonville, NY (3.2 GPA)
1 Semester full time in E.E., Rensselaer Polytechnic Institute, Troy, NY (3.9 GPA)
8 hours course work in E.E., University Texas at Dallas, Richardson, TX (4.0 GPA)

**Software/
Computer
Skills:** Programming: Perl, HTML(5), CSS CGI, Unix scripting shells, VBScript, C++, more...
Operating Systems: Unix, Windows (all versions), MAC, VxWorks, IBM Mainframe
Programs: Many network and system configuration and testing tools, MS Office Utilities

Languages: Proficient in spoken and written German. Learned and used while living in Germany.

Awards:

- Full College Scholarship (ROTC).
- Bausch and Lomb Science Award for highest science and math achievements.
- "Most Likely to Succeed" from High School peers.
- New York State Regents Scholarship.

Publications:

- "The Signal Leader's Guide" - small unit leadership techniques for the junior officer
- "VSELP to EFRC" - covers issues and procedures involved in upgrading wireless networks to the next generation digital CODEC.
- "Optical Internetworking Strategy for Carrier Packet Networks" - internal strategy paper for Bell Labs data networking product interfaces and applications to guide development of product lines.

Other:

- Maintained Top Secret SBI security clearance during Army career.
- Invited by West Point Military Academy to teach Physics.

References: Available upon request