

**HENRY A. FORCE**  
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*Vacancy Identification Number:* NWA-WR-2007-0125

*Job Title and Grade:* Information Technology Officer, GS-2210-12/13

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### PROFESSIONAL SUMMARY

*Over nine years of experience in designing, implementing and administrating cutting-edge, cost-efficient technological solutions. Superior technical and management abilities include communication technology, hardware/software acquisitions, LAN/WAN management and training.*

**Systems Analysis & Design:** Collaborated in the design and implementation of the Corps Battle Simulation training system which delivered several real-time scenarios in support operations preparation. Planned and implemented new information systems structure increasing data access capabilities ten-fold.

**Project Management:** Selected to serve as a student-contractor on a critical information systems upgrade project at Fort Belvoir. Conceived and implemented a project expansion plan that increased user capacity to over 1,000. Negotiated an expedited overseas shipping agreement with Dell which reduced system down times.

**Oral and Written Communications:** Wrote numerous technical documentations in non-technical language. Presented formal and information oral information sessions to executive leadership. Provided supplemental information to executive leadership required to render final decisions on operational direction.

**Leadership:** Highly regarded by superiors, colleagues and subordinates. Set high performance standards for self and direct reports, including time management, work assignments and procedure compliance. Exemplary oral, written and presentation skills and ability to communicate with all levels.

### EXPERIENCE

**Information Management Officer**  
IP-CAC-TNG  
Fort Leavenworth, KS 66027

6/2005 to present  
55H / Wk  
Salary: \$95,000 PA  
Supervisor: Lee Adams  
Telephone: 387-555-1234

*Coordinate the local and overseas deployment of up to 150 military and civilian government contractors tasked with implementing technological solutions at key military bases worldwide.*

### PROJECT MANAGEMENT:

- Orchestrate the procurement, deployment and licensing of all systems and related hardware, software and data communications as allocated through a \$100K annual budget.
- Manage over \$48M worth of inventoried equipment, including desktops, laptops, various hardware peripherals, and software packages; maintain stringent item control tracking item whereabouts and usage.
- Lead a team of four technicians in performing complex repairs and upgrades, and configuring new hardware.
- Established an expedited parts and service shipping agreement with Dell Computers which assured rapid response and availability of replacement parts at overseas locations.
- Collaborated in the negotiation of a leased T-1 line used to establish a vital connection between remote locations and headquarters.

**SYSTEMS ANALYSIS & DESIGN:**

- Supervised the installation and operation of a 400-node local area network encompassing 10 remote locations.
- Planned and implemented information systems structure for large-scale command seminar; increased existing communication and data access capabilities ten-fold.
- Established critical network operations in austere conditions; interfaced with the Joint Warfighting Center to identify and allocate available technology to support a major training event.
- Collaborated in design and implementation of the Corps Battle Simulation system which delivered several critical training scenarios in support of combat operations.
- Orchestrated the efforts of a major contractor tasked with upgrading and enhancing the *us.army.mil* web site.

**TRAINING:**

- Provide technical expertise in the planning and delivery of training seminars, and live and field exercises which simultaneously involve thousands of participants.
- Author technical documents and user support materials for division's intranet site.
- Developed an online training program to help students rapidly earn network user level certification status.
- Created detailed training and technical plans for the first-ever armor division war fighter exercise.

**Automation Management Officer**

16<sup>th</sup> Corps Support Group  
Hanau, Hessen Germany

7/2002 to 6/2005  
55H / Wk  
Salary: \$80,000 PA  
Supervisor: Carol Sage  
Telephone: 410-555-1234

*Provided combat service support Standard Army Management Information System (STAMIS) guidance to the multiple units stationed throughout Germany and in support of Operation Iraqi Freedom. Coordinated schedules for a 30-member technical support team.*

**PROJECT MANAGEMENT:**

- Installed and assisted over 3K clients on over 500 automation systems, including STAMIS Software Change Packages (SCP) and Interim Change Packages (ICP); improved delivery of customer support operations.
- Reconfigured and redeployed the Combat Service Support Automated Information Systems Interface (CSSAIS) system; installed the Morale, Welfare and Recreation Satellite (MWRS) system on base.
- Managed a Windows 2000 server housing 500 user accounts; maintained account database and performed preventive maintenance on hardware to ensure minimal downtime.
- Orchestrated disaster recovery efforts and contingency planning; salvaged a defective server and brought the system back online within several hours.
- Spearheaded the implementation of a jump shelter network for base staff consisting of high-speed internet access, satellite telecommunications and audio/visual capabilities.
- Performed functionality testing of new software releases prior to implementation in the STAMIS systems; identified and resolved existing hardware and software conflicts.
- Scheduled on-site visits to various bases to perform regular assessments and preventive maintenance measures, and to address any technical questions by the staff.
- Created and modified software applications to meet specific user needs as approved by executive leadership.

**TRAINING & SUPPORT:**

- Fulfilled 24-hour or less turnaround on all technical requests, minimizing system downtime to less than 48 hours; established priorities and built strong customer relations with over 500 clients.
- Provided supplemental training to various data administrators as warranted to increase their operations skills.

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- Advised senior leadership of all automation requirements, including hardware, software and licenses; offered key input used in approving/rejecting new technological advances.
- Provided technical guidance and functionality assistance to clients to resolve STAMIS issues.

**LEADERSHIP:**

- Contributed to several unit family readiness groups, assisting families to adjust to military life; laid the foundation for the redeployment and reintegration of the group within the base.
- Made several instantaneous changes to enhance communication capabilities and improve group morale.
- Authored standard operating procedures pertaining to technical shop operations and contingency planning.
- Maintained a removable storage library of all STAMIS software filed according to system.

**Student / Automation Officer**

Leadership Industry Training  
1800 Macon Street  
Hollywood, CA 90210

6/2001 to 6/2002  
55H / Wk  
Salary: \$57,000 PA  
Supervisor: Philip Day  
Ok to Contact? No

*Participated as part of a software development team and integrators on numerous projects designed to enhance the Army Knowledge Online (AKO) project. Served as lead tester during critical transition to a new website portal. Organized and integrated software testing efforts specifically at Fort Belvoir.*

**PROJECT MANAGEMENT:**

- Conducted a thorough evaluation and analysis of the Army Knowledge Online (AKO) information management system; identified areas requiring capacity expansion and devised project expansion plan to accommodate over 1K users.
- Implemented the Army's "Active Watch" program which continuously monitored the Army's portal capabilities on a global basis And developed new scripts to help keep it running at optimal levels
- Rejuvenated a stalled initiative by revising the project plan, re-evaluating the selected equipment and software components, and reallocating budget dollars to bring it to a successful conclusion.

**Division Automation Officer**

7<sup>th</sup> Infantry Division  
Fort Carson, CO 80913

8/1999 to 6/2001  
45H / Wk  
Salary: \$54,000 PA  
Supervisor: Jackie Ramsay  
Telephone: (719) 555-1234  
Ok to Contact? Yes

*Assisted in the formulation, implementation and supervision of \$200K tactical automation architecture for the newly reactivated 7<sup>th</sup> Infantry Division consisting of approximately 3,000 users and 1,000 systems. Evaluated individual user knowledge and developed training programs designed to help staff optimize their knowledge and usage of all system features.*

**PROJECT MANAGEMENT:**

- Contributed project management and technical expertise to the successful acquisition, development and placement of the division's first Army Tactical Command and Control System (ATCCS).
- Developed the automation plan for the NATO Partnership for Peace (PFP) exercise which led to the successful information exchange between over 14 participating nations and three military units.
- Created and oversaw a \$150K Share Point installation and administration project.
- Spearheaded 500-user installation and implementation of a Share Point communications/collaboration project.

**ADMINISTRATIVE LEADERSHIP:**

- Developed the division staff's web site/ information exchange system; served as the fort's web master for both its extranet and intranet.
- Contributed technical and tactical expertise to the continuous commitment to provide seamless communications between the Army's two integrated divisions, headquarters and six remote locations.
- Conducted follow-up customer surveys measuring response rate to each enhanced automation process; parlayed the information into the development of a highly successful automation training package.
- Assisted the Information Director with managing and troubleshooting automation anomalies.
- Advised three major subordinate commands' automation officers on technical related matters.

**Operations Officer**

1<sup>st</sup> Regional Training Brigade  
Fort Carson, CO 80913

1/1997 to 4/1999  
45H / Wk  
Salary: \$45,000 PA  
Supervisor: Cory Mars  
Ok to Contact? No

*Planned and conducted training scenarios for approximately 11 National Guard Field Artillery units within a nine-state region. Evaluated existing operations procedures, recommended enhancements, and adjusted training to reflect approved measures. Held full accountability for 11 vehicles worth over \$5M.*

**TECHNICAL ADMINISTRATION/ TRAINING:**

- Researched and planned programs related to computer systems lifecycle management; established and prioritized systems goals and objectives at all levels, and implemented unit's annual training plan.
- Administered systems security practices, and developed end-user enrichment and support initiatives
- Contributed to the continuous development of contingency planning procedures.
- Performed systems analysis, design, development, testing, prototyping, training and installation.
- Managed the fort's web server, including the hardware and the site's files; worked with different departments and personnel to acquire approved content for dissemination to the fort's community.
- Simultaneously rebuilt and improved the web site following a serious data loss.
- Developed the group's "Weapons of Mass Destruction Response Task Force" training program.

**EDUCATION:**

**Colorado Technical University, Colorado Springs, CO, 5/2001**  
Master of Science in Software Engineering

**West Point Military Academy, West Point, NY, 5/1987**  
Bachelor of Science in Computer Science

Diploma, Dodson High School, Dodson, MT, 5/1983 (Valedictorian)

**OTHER INFORMATION:****Selected job related training:**

- Field Artillery Officer Basic Course, 2/1988 (Commandant's List Graduate)
- Command and General Staff Officer Course, 11/2001
- Training and Industry Program, 7/2002
- Systems Automation Course, 8/1999
- Field Artillery Officer Advanced Course, 5/1992
- CISCO Certified Network Associate, 2000
- Government Purchase Card Training, 11/2005
- Logistics Training Team, 2/1996
- Combat Lifesavers Course, 12/1997

**Job-related skills/technical expertise:**

- *Hardware / Operating System Platforms:* Alpha / PC, Cabling, CD Writers, Dell Computers, Ethernet Devices, Expansion Boards, Gateway Computers, Hard Drives, Handheld Devices, Hardware Upgrades, Laptops, LANs, Macintosh, Modems, Motherboards, Network Configurations, Network Interfaces, NIC Cards, PC Hardware Configuration, Peripheral Hookups, Printers, Rack Systems, Random Access Memory (RAM), Routers, SCSI Systems, Scanners / Imaging Devices, Servers, SGI, SUN Solaris, TCP/IP-based Networking, USB Ports
- *Operating Systems:* DOS, Red Hat Linux RTOS, UNIX (Solaris), WindowsCE, uC/OS-II, Windows Family (9x/NT/2000/XP)
- *Networking:* Ethernet Connections, Firewalls, IP Addresses, IT Solutions, LAN / WAN Technology, Multiple Locations, Network Architecture, Network Equipment, Network Operating Systems, Network Security, Network Testing, Network Training, Network Upgrading & Maintenance, Networking Essentials, Operating Systems, Passwords, Serial Connections, Server Hardware, User Guides Documentation, Website Management
- *Languages & Development Tools:* C++, C-Shell Script, Fortran, Java, Pascal, Structured Query Language (SQL), Visual Basic, Microsoft IIS, Microsoft Studio, Visual Studio
- *Software Applications:* Microsoft Works, LoadRunner, Microsoft Office Suite, WordPerfect, Lotus 1-2-3, Quicken, Adobe PageMaker, Adobe Photoshop, Corel Draw, Microsoft Publisher, Paint Shop Pro, Photoshop Plug-ins, Adaptec Easy CD Creator, Adobe Acrobat Writer / Reader, Exchange, MS Proxy Server, NetBeui Protocols, Norton Utilities, Windows NT 4.0 Server & Workstation, Win 2000 Server & Upgrades, Zone Alarm

**Job-related honors, awards, special accomplishments, and additional information:**

- Army Commendation Medal (6)
- Bronze Star Medal