

William Gaudette

165 River Road
New Paltz, New York, 12561
WillG@WillGaudette.com
(845) 616-2923

SUMMARY

Over five years of customer service and system administrator experience in demanding and hostile environments. Highly motivated individual who is a proven leader and system administrator. Extensive technical knowledge, including programming experience in Windows and Linux environments.

EDUCATION

Embry-Riddle Aeronautical University, Prescott
Cyber Intelligence and Security Graduating May 2020

Returned to school at Embry-Riddle to get my degree in order to progress career wise into management positions. To explore new areas of cyber security I focused on aviation related cyber security when possible.

United States Navy Cryptologic Technician Maintenance 'A' School Graduated February 2012

Required training for all "Cryptologic Technician Maintenance" personnel in the Navy. Training included a broad range of topics including Windows system administration, digital circuits, and satellite communication. The primary focus was on troubleshooting issues and finding the most effective resolution.

State University of New York Ulster
Network Administration Deferred May 2010

Attended SUNY Ulster pursuing a degree in Network Administration, completed all courses required to get a CCNA certificate prior to joining the Navy.

EMPLOYMENT HISTORY

Ulster Savings Bank Kingston, New York
System Analyst August 2015 - August 2017

Full time System Analyst responsible for user support and maintenance of equipment at 15 locations.

- Assisted in resolving 1535 Help Desk tickets
- Led the effort to restructure Active Directory to enable the use of Group Policy
- Responsible for the implementation of a "Virtual Office" deployed in AWS

Assigned to the National Security Agency/Central Security Service, Fort Meade Maryland

- Deployed twice as the sole System Administrator supporting locations in Afghanistan and Iraq
- Trained 14 joint military members on job policies, procedures, and requirements resulting in the seamless deployment of mission ready service
- Installed multiple Windows 7 workstations for a time-constrained Joint Special Operations Command requirement while simultaneously identifying, troubleshooting, and resolving several system faults

HOBBIES & INTERESTS

- Programming & Web Development
Currently building a documentation system for small and medium sized organizations that will be provided as a SaaS
- Capture the Flag events
Both creating and competing in Capture the Flag events to learn and teach others new things.

PROFESSIONAL SKILLS

Active directory
Customer service
Desktop support
PHP
Problem Resolution
Documentation