

## INFORMATION TECHNOLOGY AND SERVICES

Accomplished, self-motivated, and solution-oriented IT professional with comprehensive system support, upgrading, troubleshooting, and training experience. Technology savvy self-starter, adept at working with diverse groups and handling complex problems effectively by gaining the trust of individuals, achieving consensus, and maintaining long-term, mutually-beneficial relationships.

### Core Competencies

COMPUTER NETWORK OPERATIONS • NETWORK  
ADMINISTRATION • TROUBLESHOOTING •  
MICROSOFT EXCHANGE • INFORMATION  
ASSURANCE • WINDOWS OPERATING SYSTEMS •  
MACINTOSH OPERATING SYSTEMS • HELP DESK  
SUPPORT • ACTIVE DIRECTORY • CUSTOMER SERVICE

### Snapshots

- ♦ Extensively trained at the Army's top Information Technology School and satellite campus along with college coupled with over 10 years of IT hands on experience.
- ♦ Excels in areas of anticipating and solving IT problems proactively using well-reasoned approaches which are communicated well in advance to ensure support at all levels of management.

## LEARNING CREDENTIALS & ENRICHMENTS

### ASSOCIATE OF APPLIED SCIENCE IN NETWORK DEVELOPMENT

Brown College • 3.79 GPA

**Additional courses, seminars and workshops include:** Real-time Automated Personnel Identification System Site Security Manager (RAPIDS SSM); Windows Server; Microsoft Active Directory; Microsoft Exchange; Information Assurance Security Officer; and System Administrator/Network Manager Security Course

## CERTIFICATES, SECURITY CLEARANCE, and LICENSES

SECURITY +, NETWORK +, A +, TOP SECRET, CLASS A CDL WITH PASSENGER, SCHOOL BUS, & AIR BRAKE ENDORSEMENTS

### "What others say..."

"MICHAEL IS AN OUTSTANDING IT PROFESSIONAL, AND ONE OF THE BEST ARMY OFFICERS I HAVE HAD THE PRIVILEGE OF WORKING WITH. On several occasions, I relied upon him to take ownership of high-visibility projects that were critical to the success of an Army exercise. Without fail, Michael, was able to review the requirements, formulate a plan and implement a solution that exceeded expectations. His extensive IT knowledge and ability to think quickly were key to the success of these projects, and his efforts were recognized by senior representatives, to include General Officers managing the events."

*Jon Brazelton, CISSP, PMP, Chief Service Support, Portland Veterans Affairs Hospital*

"MICHAEL PROVIDES A WEBSITE CALLED MILITARYCAC.COM WHICH HAS PROVIDED IMMENSE ASSISTANCE TO MY MILITARY PERSONNEL ACCESSING THEIR MILITARY USER ACCOUNTS OUTSIDE OF THE BASE WHERE I WORK. Since many of my comrades-in-arms have switched to Macintosh computers, Michael's website provides the needed instructions and software links that get my people connected to the military network from other locations."

*David Blakley, Military Professional*

## CAREER TRACK & PERFORMANCE | DRIVING FORCES

UNITED STATES ARMY

CHIEF, NETWORK OPERATIONS

Fort Belvoir, VA

2011 - Present

**Purpose and Scope:** Directly operates, maintains, and manages the information infrastructure, **Automated Information Systems**, Information Assurance requirements, and automation assets for the Military Intelligence Readiness Command; whose units are geographically dispersed across 26 states and the United Kingdom, supporting over 6,000 Army Reserve Soldiers.

### Organizational Impact | Contributions:

- **Managed six employees in the Network Operations section** and is the command's Organizational Unit administrator who supports over 30 additional network administrators across the country.

## Michael J Danberry

- ▶ **Tracked over 1,600 email account users** during email migration and maintained over 4,300 Information Assurance training certifications for employees.
- ▶ **Developed and implemented a process to reduce a backlog** of over 125 new user account requests after validating mandatory training and other requirements. **Resolved a backlog** of over 150 Help Desk tickets and ensured that the help desk employees continued to respond in a timely manner.

MILITARYCAC.COM

WEBMASTER

Worldwide  
2007-Present

*Purpose and Scope:* Owner, designer, and operator of MilitaryCAC.com which provides military and government personnel worldwide with instructions on installing and using their Common Access Card (CAC) on personally-owned Windows and Macintosh computers.

### Organizational Impact | Contributions:

- ▶ **Volunteers personal time to provide help desk support to military and government home users;** over 3,564,250 visitors have sought assistance in solving CAC related issues with their home computers.
- ▶ **Saved the Army several million dollars** by replacing a team of commercial contract technicians, who would need to troubleshoot and solve CAC-related issues on home computers, 24 hours a day / 7 days a week.

UNITED STATES ARMY

WARRANT OFFICER

Worldwide  
2001 - 2011

*Purpose and Scope:* Provided senior full-time unit support for several Army Reserve units, Information Management Office and managed four direct reporting personnel. Administered the command's Army Training Certification Tracking System accounts, performed verification, compliance tracking, and training for over 400 assigned personnel.

### Organizational Impact | Contributions:

- ▶ Directed four help desk staff employees on re-enabling disabled user accounts, training users on new network account process, and basic computer user help.
- ▶ Maintained the Brigade's Army Knowledge Online (AKO) website, organizing files and folders, removing outdated material, and restructuring file permissions.

**Previous positions include:** Automotive Maintenance Officer, Arden Hills, MN • Information Systems Technician, Iraq • Senior Ordnance Logistics technician, Fort Belvoir, VA

MOTOR SERGEANT / MECHANIC / TRUCK DRIVER

1988 - 2001

*Purpose and Scope:* Responsible for the maintenance readiness of equipment including trucks, trailers, generators, and ground support equipment worth over one million dollars.

### Organizational Impact | Contributions:

- ▶ Directed, trained, and mentored 10 employees to **achieve a 93% readiness rate** for all equipment.
- ▶ **Achieved 100% safety** with no motor vehicle accidents or injuries which lowered costs and maintained a high level of employee morale and satisfaction.

**Previous positions include:** Truck Driver, Mankato, MN • Mechanic, Fort Stewart, GA • Senior Mechanic, Fort Lewis, WA

## ORGANIZATIONS & ASSOCIATIONS

Life Member, Reserve Officer Association • Life Member, Warrant Officer Association •  
Member, Armed Forces Communications & Electronics Association •  
Life Member, Signal Corps Regimental Association • ;  
Life Member, Military Officer Association of America

