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Jose Luis Acuña

## EXECUTIVE SUMMARY

IT management professional with 20+ years of experience in providing project management, administrative and operational support to Department of Defense (USA, USAF). Provide direct support to project and program offices with a mission driven commitment to professional excellence heightened by a goal and detail oriented approach to solutions based innovation. Repeatable achievements through the delivery of solutions and products including the development and/or improvement of existing procedures and policies that meets organizational needs, resulting in increased productivity, streamlined comprehensible processes and enhanced organizational effectiveness.

Active Secret Clearance

CompTIA Security+

MCTS

### CERTIFICATIONS/SKILLS/EXPERIENCE

|  |  |  |
| --- | --- | --- |
| Remote Access/Desktop | WEP/WPA/WPA2 | **BMC** Remedy |
| **NetIQ** Directory and Resource Administrator (DRA)  ITIL v3 | Microsoft Office Suites  Windows Xp/Vista/7  CompTIA Sec+ | TCP, UDP  PPPoE, L2TP, DHCP |
| ISDL | Microsoft MCTS Win7 |  |
| ADSL | T1/T3 |  |
| Windows Deployment Services (WDS) | ServiceNow |  |
|  |  |  |

## PROFESSIONAL EXPERIENCE

### The Binary Group Mar 2014 – Aug 2015

Support Product Manager, Power Projection Enablers (U.S. Army PEO-EIS). Serve as a central hub for communications involving the Pacific Theater, coordinates activities and responsibilities, and collects and disseminates information and documents with satellite offices in Korea and Hawaii. Support long range program planning and program reviews evaluating cost, schedule and performance of industry partner project execution. Develop Program Office policy and procedural materials for dissemination to field level components. Developing organizational policies to comply with standing regulations or provide leadership, administrative and programmatic solutions.

*Senior Subject Matter Expert supporting PEO-EIS Pacific Director*

* Provide Program Management and Operations support to Installation Information Infrastructure Modernization Projects within the U.S. Army’s Pacific Area of Operations
* In Korea to support the Yongsan Relocation Project-Land Partnership Program (YRP/LPP)
* Manage Program Managers (PM) activities and add value supporting operations
* Manage multiple tasking from higher HQ; Update / Submit Weekly and Monthly Personnel Status, NEO Status Report to Communications Electronics Command (CECOM) Korea Field Office.
* Support the Project Office in daily operations and execution
* Apply skills and experience initiating improvements in organization and management processes;
* Apply knowledge in government contracting, budget, cost and logistics.
* Exercise flexibility and adaptability to meet the needs of higher HQ and short suspense tasking
* Prepare briefing material and data for presentation to senior leadership in DoD and the US Army.

### ITT- Exelis. Jun 2013- Nov 2013

### Troubleshoots, configures and repairs software issues for Windows OS and Microsoft Office 2007. Troubleshoots and resolves network connectivity issues at the desktop level. Join PCs to local Domains as required (NIPR/SIPR/Centrix). Perform custom TCP/IP configurations of desktops as required. Troubleshoot Outlook / Microsoft Exchange Server connectivity issues. Install and troubleshoot hardware, software, and peripheral devices as required by the customer.

*ADPE Technician I*

* Installs, configures, and maintains DOD-approved communications software on government computers and configures user accounts for proper access
* Utilize Windows Deployment Services (WDS) to install Window OS/MS Office suites
* Responsible for both classified and unclassified computer system stability through the use of DOD- approved Government-furnished equipment, operating systems and software.
* Join/delete client computers in Microsoft Active Directory domains.
* Configures Microsoft Outlook and manages personal folders in all versions of Outlook.
* Installs, configures, and maintains security software on military computer systems.
* Repairs and maintains desktop and laptop hardware.

### Information Innovators Inc. 2008-2013

Provided team management, project management and process development for Enterprise-wide support center over 5 year period. Projects included design and implementation of help desk operations across multiple geographic locations, resource sharing, and workload division and management in order to support more than 200,000 clients and customers.

Network Enterprise Center (NEC) Site Lead-(CSL)

Successfully managed 30+ member team composed of local and remote technicians and defined business processes for team management and success measuring.

* Managed project for Windows 7 deployment to over 25K client machines.
* Achieved 100% delivery of response and delivery of SLA objectives for all clients over 3 year period.
* Streamlined new hire in-processing utilizing SharePoint workflows; new process ensured all account provisioning and network access were granted in minimum time.
* Acted as local Facility Security Officer (FSO) for company.
* Knowledgeable of Joint Personnel Adjudication System (JPAS); successfully set up/establish Access Control Lists (ACL) in JPAS, add/delete personnel as necessary.

USAF Enterprise Service Desk (ESD) Site Manager-(SM)

Successfully deployed, trained and managed 250+-member team operating 24 x 7 x 365 virtual help desk in support of USAF operations worldwide.

* Developed budget plan for >$8 MM contract.
* Allocated ESD staffing among 4 Sub-contractors, allocation based on partnership agreements.
* Accelerated team expansion to meet ESD migration mission requirements ahead of schedule.
* Led project for self-service portal (Tier 0) including design requirements, development and implementation planning.
* Supported 230,000 customers and monthly customer growth of up to 20,000 with projected end state of over 850,000 customers.
* Developed program policies/procedures to monitor, manage, and improve personnel performance and metrics to optimize Service Desk operational effectiveness for first contact resolution
* Acted as local Facility Security Officer (FSO) for company.
* Knowledgeable of Joint Personnel Adjudication System (JPAS); successfully set up/establish Access Control Lists (ACL) in JPAS, add/delete personnel as necessary.

### Abacus Technology (Abacus Solutions Group) 2007-2008

Provided leadership to facilitate consolidation of USAF Air Education Training Command (AETC) 12 Network Control Centers (NCC) into a single Command Consolidated Help Desk (CHD)

Consolidated Help Desk Site Lead

* Consolidated effort started Sep 2007 and projected to take about a year; migration was completed in May 2008: 4 months ahead of schedule.
* Developed program policies/procedures to monitor, manage, and improve personnel performance.
* Successful consolidation led to AF selecting location as the future USAF Enterprise Service Desk (ESD)

### West Corporation 2006-2007

Provided IT support for EarthLink customer base across continental US (5.4 MM customers.)

*EarthLink Technical Support*

* Installed, configured, and troubleshot basic PC hardware and software issues, if necessary via remote desktop tools (i.e. Puddy).
* Provided network support, troubleshooting and configuring LAN/WAN settings in various routers, including, TCP/UDP port configurations.
* Configured and analyzed WEP, WPA, and WPA2 security on wireless routers and MAC wireless AIRPORT client, utilizing PPPOE, L2TP, and DHCP protocols
* Tracked all customer issues utilizing BMC Remedy and PeopleSoft client for record.

# *Pre-2002 Professional Experience*

### ILD Telecommunication, Inc.

Managed Direct Bill billing department call center team

*Supervisor, Direct Bill Department*

* Increased revenue 150% or greater within 12 months after taking over department.
* Improved department efficiency over 75% by helping in design and development of new call center management application.
* Implemented new processes and procedures that increased department revenue from $100K first year to over $600K the second year.

### Qwest Communications Intl.

Provided operator technical support for Qwest Operator Services across a 5-state region.

*Operator Services Technical Support*

* Coordinated and supported T-1 installs between various Qwest offices and customers on a nationwide basis.
* Provided customer service and technical operator support to payphone owners, hotel/motel owners and customers in the 5-state (TX, AR, MO, OK, KS) Southwestern Bell region.

### US Air Force

*Air Traffic Control Tower Supervisor*

* Assistant Chief, Standardization and Evaluation; wrote training instructions, upgraded training plans including computer based training for all controllers.

### EDUCATION

AAS Automotive Technology, St. Phillips College, San Antonio 2002

**PROFESSIONAL MEMBERSHIPS**

Project Management Institute (PMI)

Knights of Columbus, Council 9681