



Randall Rowland

IT Professional

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Personal Profile

Passionate, diligent and focused professional with 14 years of experience as a System Admin / Leader. Technical knowledge & proficiency in system administration, network maintenance, hardware maintenance, operating systems, Linux, Windows, BSD, Unix & Solaris and the willingness to learn and effectively apply new technologies. Analytical thinker, consistently resolving ongoing issues, often called upon to consult on problems that have eluded resolution by others. Extensive exposure to a comprehensive range of team activities, thrive on working in challenging environment. Demonstrated problem analysis/ resolution skills, ability to troubleshoot, solve problems quickly & completely. Excellent client management skills innate ability to build strong, lasting and mutually beneficial relationships.

Work Experience

Network and Computer Systems Administrator

United States Air Force, November 2018 - Present

Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations. Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary. Operate master consoles and KVMs to monitor the performance of computer systems and networks, and to coordinate computer network access and use.

Training and Development Manager

United States Air Force, April 2018 - Present

Led 36 team members to automated monthly training reports saving over 300 hours/year. Analyzed training needs & developed 9 new training programs while improving 13 existing programs. Conferred with management to identify training needs based on projected changes while ensuring training goals met for 189 personnel.

Flight Operations Resource Manager

United States Air Force, August 2017 - August 2018

Led 14 team members to synchronize flying operations with the South Korean Air Force. Tracked daily flight requirements to maximize airspace utilization. Guided the United States Air Force's \$171 million flying program enabling over 21,000 flights. Organized 46 working groups between 9 US agencies and South Korea.

Procurement Manager

United States Air Force, August 2015 - July 2017

Developed and coordinated program acquisition planning, support documentation. Provided process improvement for 13 programs, monitored contractor's activities and validated \$22.5 billion in hardware, software, and implementation upgrades to the E-8C JSTARS aircraft.

Education and Development Manager

United States Air Force, February 2014 - August 2015

Planned, developed, and provide training and staff development programs. Used effective methods such as classroom training, demonstrations, on-th-job training, meetings, conferences, and workshops. Conferred with management and conducted surveys to identify training needs based on projected production processes, changes, and other factors. Evaluated instructor performance.

Quality Assurance Supervisor

United States Air Force, March 2011 - February 2014

Validate all team members are trained and complies with all directives. Execute annual qualification audits and report findings. Provide additional training when required to ensure safe operations. Support the development, implementation, maintenance and ongoing improvement of operations.

Cost Estimator & Purchasing Agent

United States Air Force, February 2008 - March 2011

Developed annual budget for training, equipment, and personal gear for

team members. Validated expenses for official use and ensured members were paid for travel. Replaced faulty equipment and implemented full cradle-to-grave for computers/monitors. Ensured operations ran smoothly.

Network and Computer Systems Administrator

United States Air Force, January 2006 - July 2017

Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations. Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary. Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.

Student

United States Air Force, June 2005 - December 2005

Learn military and leadership principles. Complete technical school geared towards maintaining, troubleshooting, and fixing IT systems. Covered electronic principles, networks, data links, radios, software, and hardware.

Crew Member

McDonald's Corporation, April 2001 - June 2005

Worked with teams to ensure proper storage and handling of food. Coped with different people and problem solving. Maintained equipment such as oven/grill in proper condition. Adapted to pressure, responsible, organized, and hardworking.

Key Skills

Operating Systems
Git
Microsoft Office

Leadership
Management
Secure Programming

Secure Networking
Interpersonal
Communication

Education

BACHELOR OF SCIENCE, CYBERSECURITY

Southern New Hampshire University, Manchester NH - 2023

BACHELOR OF SCIENCE, COMPUTER SCIENCE

American Sentinel University, Denver CO - 2017

ASSOCIATE IN APPLIED SCIENCES, INFORMATION SYSTEMS

Community College of the Air Force, Maxwell AFB AL - 2014

Certificates

Linux+

CompTIA, July 2019

LPIC-1: Linux System Administrator

Linux Professional Institute, July 2019 - July 2024

Linux Network Professional

CompTIA, July 2019 - June 2022

Network+

CompTIA, June 2019 - June 2022