

# JASON BROWN

**Address:** 8888 Ellerton Road, Bowie, Maryland 20716  
**Phone:** 888.888.8888 | **Email:** resumesample@aol.com

## IT SPECIALIST

PENSION BENEFIT GUARANTY CORPORATION

JOB ANNOUNCEMENT NUMBER: **EGD-EAD-2021-0003**

CITIZENSHIP: **U.S. CITIZEN**

### QUALIFICATIONS PROFILE

**Multifaceted, solutions-focused, and analytical professional, with broad-based experience in project management, IT management, and information systems.** Equipped with proven track record of success in developing and implementing feasible project plans and strategies to achieve goals and objectives within time and budget constraints. Knowledgeable of federal and state IT business culture and project-related requirements. Expert at designing, troubleshooting, and supporting network and system infrastructures.

### KNOWLEDGE, SKILLS, AND ABILITIES

#### **Ability to deliver business value recommendations through the use of enterprise architecture**

- Generated creative technical design specifications for a major module or component of a new or enhanced software system based on the customer provided business requirements
- Partnered with the Design Team in preparing test plans along with assessing test data to integrate specifications at the system level
- Effectively responded to the errors in the delivery unit computers (DUCs) by restoring the computers to full operation along with its historical data; installing and maintaining LANs in the Capital District; and deploying LAN ports for sites

#### **Skill in providing enterprise architectural guidance and technical insight**

- Exhibited knowledge of several applications, operating IT systems, protocols, and ADP equipment used in customer organizations to render exceptional IT recommendations and assistance to customers
- Gave expert advices on methods and procedures and coordinated corrective action to enhance the usage of present equipment

#### **Skill in managing the implementation of IT concepts, standards, and methods as required to develop reliable EA models and structure of new IT developments and applications**

- Formulated and maintained websites while ensuring adherence to federal standards and practices
- Demonstrated proficiency in the IT security certification and accreditation (C&A) processes based on the Federal Information Security Management Act and other federal policies and procedures
- Helped with the resolution of design problems encountered during the testing phases as well as modified specifications as needed, thus enhancing design features and eliminating duplication

### PROFESSIONAL EXPERIENCE

**UNITED STATES POSTAL SERVICE, 475 L'ENFANT PLAZA, SW ROOM 4012, WASHINGTON, DC 20260**

**Manager Information Systems** • Jun 2014–Present

**Supervisor:** Name

**Hours per Week:**

**Contact No. | Do not contact/May be contacted**

**Annual Salary: \$**

- Conduct systematic analysis, definition, and management of all complex information system requirements for an assigned functional area as well as provide expert recommendations for future information processing requirements and systems improvements
- Carry out keen review and give technical data to formulate operational requirements for computerized information systems supporting functional area programs and projects
- Perform systematic compilation of data and generate statistical analysis to determine trends, correlations, and other indicators in support of the functional area planning and operations
- Assess the system to determine any problem areas and patterns while studying and providing suggestions for system, software, and equipment modifications for the improvement of services
- Offer direct assistance to lower-level technicians in handling LAN problem reporting, which includes hardware and software problem, along with conducting LAN file backup, contingency planning, disaster recovery, and systems management
- Assume tasks in coordinating various contractor projects in coordination with vendors as well as industry and government representatives regarding information exchange and services
- Facilitate the professional training of system users and help employees in creating information requests, reports, and systems

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- Remain updated with the latest industry developments and consistently identify and research technological advancements applicable to functional area needs
- Generate and maintain a centralized computerized information database for functional area use
- Function as a project leader, responsible for overseeing and organizing the conceptualization and development of standardized national information retrieval systems; assisting other staff involved in the project; and handling requests for internal or external information reports
- Collaborate with the headquarters and area employees in formulating data information needs, while coordinating with contractors, consultants, as well as industry and government organizations
- Assume tasks in installing, configuring, changing, maintaining, and troubleshooting servers and workstations in support of the USPS operational computer systems as well as install new or modified software application releases and security patches on the systems
- Direct the installation and configuration of routers, Ethernet switches, network interface cards, hard disks, memory, and other peripheral devices for operational computer systems

## Information Systems Specialist • May 2013–May 2014

Supervisor: Name

Hours per Week:

Contact No. | Do not contact/May be contacted

Annual Salary: \$

- Conducted assessment of various computer hardware and software systems, while generating procedures, specifications, and policy in designing, selecting, and acquiring data processing systems
- Performed comprehensive analysis of the operational impact, cost, and risk associated with the new systems architecture implementation
- Spearheaded the development of the following initiatives:
  - *Information processing systems as well as selected software and related peripheral equipment;*
  - *Technical specifications to gather data processing equipment and related software; and*
  - *Budget information related to installation and maintenance planning of data processing systems*
- Displayed expertise in providing teleprocessing support and network requirements coordination; technical assistance to contracting officers dealing with vendors in equipment and software procurement; and program guidance to employees within or outside the organizational unit
- Managed and evaluated all requests for remote teleprocessing services to determine suitability of in-house or contract services
- Provided direct assistance in executing the following diverse tasks:
  - *Administrative tasks associated with data processing and telecommunications systems operations, maintenance, and support;*
  - *Design, development, and selection of host processing systems, software, and peripheral equipment;*
  - *Formulation of all statements of work for the purchase of data processing equipment and systems;*
  - *Coordination of local and national IT deployments in the assigned office; and*
  - *Assessment of large-scale centralized computer hardware or software systems;*
- Rendered direct hardware and software assistance to in-house teleprocessing services and coordinated network requirements with telecommunications
- Supported the technical maintenance and deployment of national systems, applications, and networks, while guaranteeing adherence to the national system requirements
- Executed precise installation of telecommunication systems and computer peripheral; and assisted in overseeing, securing, and governing data processing and telecommunications assets, while monitoring the consistent and efficient operation of data processing, computer, and telecommunications systems
- Monitored the maintenance of IT governance of computer and telecommunication assets along with the local and national reporting systems for hardware tracking
- Offered end-user support and performed troubleshooting to operate and maintain data processing, telecommunications systems, equipment, and services
- **Optimized efficiency and significantly minimized costs by providing advices on system changes**

## Operations Programs Specialist • Feb 2011–May 2013

Supervisor: Name

Hours per Week:

Contact No. | Do not contact/May be contacted

Annual Salary: \$

- Enabled the improvement of delivery as well as retail operations and services by assessing its delivery, collection, retail operations, procedures, and service performance
- Performed statistical operational studies as well as evaluated the service standard performance, quality, and performance data reliability
- Thoroughly prepared and enforced of quality improvement test sampling plans

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- Applied operational and performance information in identifying the requirements of new or modified facilities, equipment, and staffing
- Reviewed the results and provided alternative process solutions operating managers to enhance the quality and service performance as well as monitor improvement action plans
- Managed the planning and inspection of delivery, parcel post, collection, and highway contract routes
- Worked with distribution specialists in creating, evaluating, and updating computerized sort programs to show the updated delivery plans on all sort programs
- Carried out in-depth assessment of the delivery and retail service level provided at stations, post offices, and contract postal units
- Proposed concepts and methods on service improvements to minimize operations cost
- Arranged the schedule of staff based on workload data and reviewed requests for overtime
- Determined staffing requirements based on operational changes, while aligning staffing plans with national agreements related to job bidding posting, withholding, and excess employee procedures
- Spearheaded the investigation, resolution, and certification of payment within authorized limits for tort claims filed against the Postal Service
- Provided guidance to postal supervisors in applying vehicle accident investigation techniques and procedures; evaluated the quality of investigations while training individual investigators
- Directly worked with equipment manufacturers, suppliers, and contractors relative in installing, operating, and maintaining systems
- Fulfilled duties in identifying the work floor layout to utilize the safety and efficiency of mail and equipment flow through the facility
- Partnered with customers and large mailers in managing the schedule of mail shipments, while providing delivery and retail operational data to quickly address customer inquiries
- Helped local delivery and retail operations managers with budget control and generated cost comparative review for capital investments

## EDUCATION

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**Degree/Coursework in Network Engineering**, Jun 1997

*GPA: XX.XX/4.00* / Graduate School USDA, Washington, DC, 20024

**Degree/Coursework in Computers**, Dec 1992

*GPA: XX.XX/4.00* / Prince George's Community College, Largo, MD 20774

**Degree/Coursework in Electronics Diploma**, Sep 1985

*GPA: XX.XX/4.00* / DeVry University, Location

**High School Diploma**, Month 1983

*GPA: XX.XX/4.00* / Dunbar Senior High School, Washington, DC, 20001

## PROFESSIONAL DEVELOPMENT

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### Certification:

**A+ Certification**, Unisoft Network Technology: Oct 2001

**Network+ Certification**, Unisoft Network Technology: Dec 2011

**Lean Six Sigma Green Belt Certification**, Granting Institution: Month and Year

### Training Course:

**Technical Training Center**

Project Management Methodology (PMM) 2000, Jul 1998

Fujitsu Managed Private Cloud Service (FMPCS), Jan 1998 | **MTSC PDM** Conference, Jul 1997

**Predict DLI**

Vibration Analysis, Aug 1996 | Predictive Maintenance, Jul 1996

**Southern Maryland P&DC PEDC**

IMHS: PPL/PPU, May 1996

## AWARDS AND HONORS

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**Peppermill Recreation Center Award**, Oct 1994 | **Letter of Appreciation**, Jan 1994

**Special Achievement Award**, Aug 1993