

# COURTNEY TROY SCOTT II

## INFORMATION TECHNOLOGY PROFESSIONAL | MILITARY VETERAN

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### PERSONAL SUMMARY

A seasoned professional with a robust background in security operations, coupled with extensive technical skills, leadership experience, and a dedication to ensuring the safety and security of environments. Proficient in policy development, technical support, and telecommunications, complemented by a strong commitment to excellence in IT roles, ensuring optimal organizational safety and efficiency.

### CERTIFICATIONS AND SKILLS

**Certifications:** Licensed Private Security Provider, Blue Card Certified, Licensed Armed Security Officer

**Medals and Awards:** Army Commendation Medal, Army Achievement Medal, National Defense Service Medal, Global War on Terrorism Service Medal, Iraq Campaign Medal, Armed Forces Reserve Medal

**Technical & Networking:** Technical Support, Help Desk Operations, Network Troubleshooting, Active Directory Management, Cloud Services Basics (AWS, Azure).

**Hardware, Software & Security:** Hardware Setup, Software Installation, Operating Systems (Windows, Linux, macOS), IT Security Basics, Cybersecurity Awareness.

**Development & Soft Skills:** Basic Coding (Python, HTML), Database Basics (SQL), Customer Service, Communication Skills, Team Collaboration.

### EXPERIENCE

**IT Technical Support & PC Engineer – New Direction Community Church | Portland, OR** **2022 – 2023**

- Designed and assembled custom-built computer systems, ensuring adherence to customer specifications and performance requirements.
- Conducted comprehensive analysis and troubleshooting of computer system components including processors, memory, networks, and routers.

**Field Technician – Startouch | Vancouver, WA** **2022 – 2023**

- Performed installations, maintenance, and troubleshooting of microwave internet service, enhancing network reliability and customer satisfaction.
- Engaged in network duties including cable pulling, programming radios, routers, and other equipment, ensuring optimal network functionality.

**Upscale Security Officer – G4S Secure Solution | Portland, OR, Atlanta, GA** **2018 – 2022**

- Managed access control, monitored security systems, and investigated security incidents, ensuring the safety and security of the facility.

**Security Officer – Chesley Brown International Security | Atlanta, GA** **2016 – 2017**

- Oversaw access control and security checks, and maintained surveillance to ensure the integrity and security of the data center environment.

**Signal System Support Specialist – US Armed Forces** **2007 – 2017**

- Operated and maintained radio distribution systems, ensuring effective communication and network functionality during military operations.
- Oversaw the installation and performance of computer systems and telecommunications equipment, contributing to the success of mission-critical operations.

### EDUCATION

**Network Support Specialist – ACI Learning, San Antonio, TX** **September 2023 – December 2023**

*Full-time program specializing in training for the CCNA, CompTIA Network+, and CompTIA Security+ certification exams.*

### PROJECTS

- Designed and troubleshooted a multi-router and multi-switch network topology using Cisco Packet Tracer, optimizing with VLANs and STP protocols.
- Configured a secure Apache web server on Linux, employing firewall rules and performing vulnerability assessments with tools like Nmap.
- Automated network device configurations using Cisco's NETCONF protocol and developed Python scripts and Ansible playbooks for bulk changes and monitoring.