

Timothy McDoniel

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Summary

I am a technically knowledgeable and creative computer technician who is articulate and well spoken in verbal and written expressions. I enjoy working in environments where I assist customers in revising/implementing controls and processes that improve their information security posture and mitigates risk to ensure they are audit ready.

Education

Bachelors of Science Degree in Computer Information Systems Management
Colorado Christian University - Lakewood, Colorado 06/2000 to 05/2002

Professional Experience

ArrayComputing.Net

Owner and Lead Technician – 03/2012 to present

Established a computer repair company that provides onsite and remote technical support. Services include virus removal, computer and network setup and troubleshooting, web hosting and design. More information about my company can be found on my website at <http://arraycomputing.net>.

IBM Global Services – Command and Control / Governance

IBM Identity Access Management - 10/2003 to 3/2012

Provided Identity Access and Controls where IBM supports a variety of Operating System platforms and applications for the customer. Responsibilities Included:

- Creating and maintaining IAM processes and procedure documentation with customer account.
- Provisioning of ID's in Windows, Lotus Notes, AIX, and mainframe platforms.
- Ensure proper execution of scripts to extract server ID data with owner information for 900+ servers consisting of over 200,000 ID's. These ID's were then uploaded to the User Revalidation Tool to execute employment verifications, continued business needs, or privilege revalidation in accordance with the proper schedule.
- Execute quarterly privilege access reviews to ensure that no privileged ID's had been created outside the correct process.
- Implement the shared ID process and begin annual revalidations of ID's where more than one individual knew or even had the potential to know the password. Enforced a check in/check out process with password changes for those systems.
- Clear up health check violations of non-expiring accounts, insecure directories, and ensure those ID's that required the attributes had security exceptions to policy approved by the customer's Security and Compliance team.
- Participate in various IT audits (SOX, SAS70, KCO, etc.), providing evidences of primary and secondary controls on the servers and their corresponding approvals via the ticketing system and evidences of revalidations and that proper actions were taken on ID's that were determined to be removed.

IBM Global Services - DSOPS Computer Operator/Level 2

IBM Distributed Operations - 10/2001 to 10/2003

Served in IBM's Network Operations Center (NOC) monitoring and troubleshooting Windows & UNIX web and application servers hosted by customer. This included:

- Monitoring using Tivoli, Sitescope, and Openview for Availability of Servers and Network devices, and services.
- When problem is detected, perform troubleshooting, notify Duty Manager, and perform escalation at proper time intervals until issue was resolved.
- Perform various tasks for implementing changes using the Change Management process. (i.e. applying new code base updates in Unix for custom applications, updating web files for customer or enabling/disabling their IIS Admin accounts so they could remotely implement changes to their website.)

IBM Global Services - Deskside Technician

IBM Deskside Services - 07/1999 to 09/2001

Served as a Deskside Technician providing support for IBM's customers. Responsible for installation and troubleshooting of hardware and software problems on Windows workstations, notebooks, printers, and network connectivity .

Certifications

CISSP - Certified Information Systems Security Professional - 06/2005 (expired)

Microsoft Certified System Engineer (ID# 494874) - 12/2000

A+ Certified Technician - 04/1996

Military Experience

Secure Communications Specialist, (MOS: 31V) - 07/1987 to 12/1991.

1-41 Infantry, 2nd Armored Division, US Army, Germany and served in the Persian Gulf War.

Repaired Communication Equipment, repaired and maintained FM Radios and KY57 Crypto machine and crypto fill equipment, maintained access control and destruction of SOI (Signal Operation Instructions). Received Army Commendation Medal for communication repairs in Iraq and was honorably discharged after service.