

**TRAVIS P. DAVIS CUTTS**  
37705 Lakewood Circle Apt. 204  
Westland, MI 48185 – Able to Relocate Quickly  
traviscutts@ATT.NET  
734-451-3537

### **TECHNICAL EXPERIENCE**

- ❖ 10 years in the IT industry supporting Microsoft Desktop and Server Active Directory Environments
- ❖ Active Directory experience with user accounts creation, mailbox setup and administration, Group and OU assignments and security policies
- ❖ Experience with various medical and insurance programs
- ❖ Experience in both large and small scale environments
  - 8 years in an Army environment supporting one customer with 12 locations and over 3000 network users
  - 2 years in the civilian market supporting 70 multiple smaller insurance companies
- ❖ Experience with supporting\implementing various server technologies to include MS Exchange, SCCM, SMS, Active Directory, Terminal Services, SharePoint and others
- ❖ Purchasing and Licensing for all IT Hardware\Software in large scale IT environment
- ❖ Designed and installed various wireless and UTP local area networks to meet both US Army and civilian standards
- ❖ Managed IT Support Helpdesk supporting 24\7 operation with 10 subordinates
  - Managed the complete inventory, purchasing, ticket database, staff reviews, etc.
- ❖ Managed Preventive Maintenance operations for 70 insurance companies to include backup\restore, server maintenance, user account cleanup, and mailbox administration
- ❖ Designed and implemented various IT Policies and Procedures covering the helpdesk\call center, preventive maintenance, and hardware\software rollout and support

### **CERTIFICATIONS**

- CIW Certified Internet Web Master Administrator & v5 Associate (08/07)
- Microsoft Certified Technical Specialist (08/07)
- Microsoft Desktop Support Technician (05/07)
- Microsoft Certified Professional (09/03)
- CompTIA Security+, Server+, I-Net+ (05/07), Network+, A + (09/03)
- ETA Certified Network Systems Technician, Certified Web Specialist (07/07)
- ITIL Service Management Foundation (07/07)

### **MILITARY COMMENDATIONS**

- Active Security Clearance
- Navy and Marine Corps Achievement Medal
- Meritorious Mast for Outstanding Service
- Meritorious Promotion for Outstanding Performance
- Letter of Appreciation for Exemplary Performance
- Sea Service Deployment Ribbon
- USMC Good Conduct Medal
- Various Unit level commendations for Exemplary Performance
- Honorable Discharge

TRAVIS P. DAVIS CUTTS  
37705 Lakewood Circle Apt. 204  
Westland, MI 48185  
traviscutts@ATT.NET  
734-451-3537

## **PROFESSIONAL WORK EXPERIENCE**

Smart IT Services, Sterling Heights, MI

10/08– 04/09

### ***Preventive Maintenance Service Team Lead (01/09-04/09)***

- Quickly promoted to technically intense management position
- In charge of preventative maintenance for over 50 customers, 100 servers and more than 700 computers
- Created various procedures for various support functions and then trained the staff on those procedures
- Handled Server deployments and supported Exchange, IIS, Legato, Terminals Services, and SharePoint installations.
- Handled User account creation\deletion, mailbox setup, Group and OU assignments and security policies

### ***Service Engineer (10/08-01/09)***

- First line support for over 100 customers for any and all IT needs
- Handling incoming calls full time and working back-logged tickets
- Administer all backup and restore functions for all
- Worked with Kaseya's VSA, ConnectWise, WhatsUp, Zenith Infotech's BDR backup system, Symantec Backup Exec, TeleVantage and a variety of insurance company industry products

DynCorp/AFS, Daleville. AL

11/01–08/08

### ***IT Support Supervisor/IMO (08/04-08/08)***

- Responsible for inventory, purchasing, personnel management, helpdesk management, software implementation\licensing and policy\procedure creation and enforcement
- Supervised a group of 10 Network support engineers
- Researched, justified and procured a 1.2 million dollar Enterprise Agreement with Microsoft
- Deployed Windows Vista and Office 2007 to 1200 computers systems via SMS
- Implemented equipment cost savings by procuring 300 Panasonic Tough books – this directly resulted in a decrease of damaged systems by 70%
- Implemented various software suites via scripting, remote desktop, SMS, shared file access, and remote network installation
- Created a combined asset tracking system leveraging SQL server and MS InfoPath to create real time tracking for IT assets throughout the WAN
- Created\maintained a software license tracking database for over 100 software titles ensuring license compliance
- Implemented the Symantec Ghost Solution Suite for computer imaging and automated software deployment
- In charge of research, justification, procurement, and tracking of all deployed IT assets to include software and hardware
- Created and implemented various support, purchasing and helpdesk policies\procedures
- Maintained various application servers and domain controllers across a WAN
- Created\managed Active Directory accounts, mailboxes, Groups and OU's
- Experience with multiple corporate anti-virus and web filtering suites

TRAVIS P. DAVIS CUTTS  
37705 Lakewood Circle Apt. 204  
Westland, MI 48185  
traviscutts@ATT.NET  
734-451-3537

DynCorp/AFS, Daleville. AL -- Continued

11/01-08/08

***IT Support Engineer (01/03-08/04)***

- 100% on a complete physical inventory of over 700 pieces of IT equipment
- Constantly looking for and being given new responsibilities
- Able to find out-of-the box solutions for those "unsolvable" problems
- Desktop support via Helpdesk call center, remote access and desk-side
- Network support and management software included Cisco Network Assistant, GFI LanGuard, WSFTP, Track-It, RSA, WebJet Admin, Symantec Ghost Solution Suite, Webroot SpySweeper, Trend Anti-Virus, Disk Keeper, VM Ware, SQL Server, MS Deployment Tools, Install Shield, DameWare, Business Objects, Crystal Reports, WebSense, VB Script, DOS Batch, and Acronis, among many others.

***Aircraft Mechanic (11/01-01/03)***

- Received exemplary marks while working as a Mechanic and gained valuable Army aircraft and contract knowledge contributing to career progression and success as an IT Support Engineer.

NetRail, Atlanta, GA

12/00-09/01

***NOC Engineer***

- Repaired BGP issues and diagnosed basic network routing issues
- Monitored network backbones and peering sessions throughout the United States
- Sole third shift technician resolving issues with Telco providers
- Performed basic maintenance on the Juniper and Cisco routers in the NOC facility
- Maintained a 100% effectiveness ensuring no downtime due to recoverable outages

USMC-Active Duty, Jacksonville, NC

03/95-12/00

***IT Coordinator - MOS 2818\4066 E-4***

- Created computer equipment record jackets and a tracking system that directly resulted in a grade of "no findings" during the Field Supply and Maintenance Analysis Office Inspection.
- Exchange and Active Directory Administrator
- Network support, Software implementation\migration
- Platoon Leader for the Electronics Maintenance Platoon
- Five years working with various military command & control systems
- Travelled abroad to include South Korea and Japan, familiar with customs and highly adaptable to new climates, locations and peoples.
- Maintained a Secret Security clearance for the period of my enlistment and still maintain and active Confidential clearance

**EDUCATION AND TRAINING**

Master's Institute, San Jose, CA

05/00-04/01

Pursued Associate Degree in System Administration (school closed before completion)

- Specialized Education – Hewlett Packard Printer Repair & Maintenance
- Specialized Education – COGNOS Reporting Tools & Framework Manager
- Specialized Education – NAC Computer repair and assembly
- Basic Electronics (Course ID 272)
- Microcomputer Repair (Course ID 26D\DNA)
- Information Systems Security Basics
- Computer Users Security Course