

## **Cory Mandeese Cooke**

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### **SECURITY CLEARANCE:**

Adjudicated Top Secret 2/21/19; Expires 4/2029

FBI Polygraph completed 5/5/21

FBI SCI access brief completed 11/10/21

NSA SCI access brief completed 4/7/22

### **PROFESSIONAL CERTIFICATIONS:**

\*EC Council Certified Ethical Hacker (CEH)

\*EC Council Certified Network Defender

\*CompTIA SecurityX ce (CAS-003)

\*CompTIA Security+ ce (SY0-601)

\*CompTIA Cloud+ ce (CV0-003)

\*CompTIA Linux+ ce (XK0-005)

\*CompTIA CySA+ ce (CS0-002)

\*CompTIA Server+ (SK0-005)

\*CompTIA Secure Cloud Professional (CSCP)

\*CompTIA Secure Analytics Professional (CSAP)

\*CompTIA Secure Analytics Expert (CSAE)

\*AWS Certified Solutions Architect - Associate

### **EDUCATION:**

University of Maryland Global Campus	Major: Cloud Computing Systems
3501 University Blvd East, Adelphi, MD 20783	Completion Date: 03/2025
Degree Attained: Master of Science Degree	

University of Maryland Global Campus	Major: Computer Networks and Cyber Security
3501 University Blvd East, Adelphi, MD 20783	Completion Date: 05/2022
Degree Attained: Bachelor of Science Degree	

University of Maryland University College	Major: Management Studies
3501 University Blvd East, Adelphi, MD 20783	Completion Date: 05/2019
Degree Attained: Bachelor of Science Degree	

Columbia College of Missouri	Major: General Studies
1001 Rogers St, Columbia, MO 65216 United States	Completion Date 03/2016
Degree Attained: Associate Degree	

**PROFESSIONAL SUMMARY:**

A quick learner in the field of Information Technology, System and Network administration, and Information security practices. A thorough investigator responsible for more than 300 background investigations vetting America's most qualified and trusted personnel with the responsibility of protecting America's most valuable information. More than 20 years of experience supervising safety and special equipment programs for the U.S. Navy and Department of Defense. Maintained a superlative record of accountability and compliance in support of strategic operations throughout the Mediterranean, Persian Gulf, and Asia-Pacific regions. Highly versatile in safety and security policy, with demonstrated success in leading large teams of personnel from diverse professional and technical backgrounds. Well versed in life cycle management processes, facility safety standards, and the planning and management of training exercises to prepare organizations of more than 3K personnel for incidents involving security breaches, terrorism, or natural disasters. Renowned for communication and leadership ability; consistently praised for development of administrative tools, personnel organization skills, and problem-solving ability. A superlative resource manager, able to coordinate personnel training, resources, work priorities, and material requirements to enable support for all organizational objectives. An energetic and pragmatic leader capable of organizing complex networks of personnel and equipment to achieve higher performance standards.

**EXPERIENCE:**

Eagle Systems Inc	05/2023 to Present
22229 Elmer Rd	
Patuxent River, MD. 20670	Average hours per week: 40
Systems Administrator	
Supervisor: Chris Cook	Phone: (301) 275-7606; contact: Yes

**Duties, Responsibilities, and Accomplishments:**

Provide systems administration support to maintain closed-loop network functionality.

Perform data backup, storage, and archiving routines.

Develop and submit inputs to software user documentation.

Comply with NAVAIR information security guidelines.

Support configuration management requirements.

Operate computers, network servers, backup storage devices, and other peripheral equipment.

Perform other technological and non-technological tasks on an as-needed basis.

Maintain 4 Windows Server Update Services (WSUS) servers to ensure timely updates on three enclaves. Perform manual exports and imports for updates to isolated networks.

Ensures network compliance through the use of Assured Compliance Assessment Solution (ACAS), Security Content Automation Control (SCAP) compliance tools and Security Technical Implementation Guide (STIG) tools.

Maintain Red Hat Enterprise Linux (RHEL) ACAS server for corporate headquarters compliance.

Maintain Windows Deployment Services (WDS) server to upgrade legacy machines to current Defense Information Systems Agency (DISA) security standards and guidelines.

Perform manual patching and system upgrades on over 300 standalone, closed-loop and online networked systems.

Maintain and monitor backup servers to ensure no customer data loss or server failures occur without current restore points.

Perform software upgrades for specialized systems across 10 programs and test cells: includes Power Systems, Propulsion Systems, Fuels and Lubrications, Rotor Spin, Chemical Laboratory and other various Aviation Systems evaluation and testing cells.

Upgraded two network server infrastructures from server 2016 to server 2019 with Trusted Platform Module (TPM) compatible hardware, including four Domain Controller housings Active Directory (AD), Domain Name System (DNS) and Certificate Authority (CA), two Storage Area Network (SAN) servers, four WSUS's, two tape backup servers, two virtual ACAS servers, one McAfee ePolicy Orchestrator (EPO) server and one inventory tracking server.

General Dynamics Information Technology	03/2022 to 04/2023
6518 Meadowridge Rd. Suite 200	
Elkridge, MD. 21075	Average hours per week: 40
Azure Cloud Service Engineer	
Site Lead: LaVonya Taylor	Phone: (443) 404-7463; contact: Yes

### **Duties, Responsibilities, and Accomplishments:**

Monitor and report, to ensure the deployment flow is proceeding smoothly and any issues are escalated promptly and accurately back to the deploying team.

Identify and drive fixes with feature teams for volume drivers.

Run documented deployment scripts and procedures.

Coordinate restoration actions with Microsoft teams and other partners on behalf of Microsoft.

Assist in outage restoration actions, escalating to Microsoft personnel within published timeframes or when indicated by procedure.

Log all investigative and restorative actions taken in designated systems for later retrieval for audit purposes and root cause investigations.

Identify and drive recovery levers with feature teams

Assist in Hardware deployments, including peripherals (desktop and server provisioning)

Physical Escort, to include Two Person Access (TPA) in the spaces for maintenance, cleaning, other services as warranted.

Equipment assistance / troubleshooting (e.g., intake new equipment, coordinate with partners upon arrival, issue, swap, etc.).

Sovereign cloud user account requests (e.g., submissions, provisioning, certificate issuance and troubleshooting).

Problem solving, troubleshooting, and debugging expertise to mitigate customer or service outages

Secure Work Area operations

Update standard operation procedures and technical training guides documentation as needed.

General Dynamics Information Technology	03/2021 to 03/2022
15049 Conference Center Dr.	
Chantilly, VA 20151	Average hours per week: 40
Tier 1 Helpdesk Technician	
Tier 1 Manager: Max Walker	Phone: (210) 601-5374; contact: Yes

### **Duties, Responsibilities, and Accomplishments:**

#### Tier 1 - Service Desk 24x7x365 Support

Provide IT support to all customers for the Federal Bureau of Investigations (FBI)

Receive customer IT queries by multiple methods (phone, self-service, etc.)

Provide the necessary information in a ticket in the event the ticket is passed to another solver group

Triage and troubleshoot submitted tickets

Change and reset passwords on all FBI enclaves

Provide desktop software application assistance and installation

Resolve trouble tickets while interacting with the user, First Call Resolution (FCR) or escalate to other support entities within the FBI.

Remotely access the end-user's desktop to provide support

Provide customers with status of their ticket and serve as primary support

Give guidance to customers to resolve their issue and prevent recurrences of the issue to the best extent possible

Provide expert technical support to customers having varying levels of computing skills

Provide a detailed diagnostic summary for the next tier level support group

Writing comprehensive diagnostic details in tickets after troubleshooting and triage activities

Personally responsible for handling over 5,500 customer service calls resulting in a 99% SLA success rate from Aug 2020 thru Dec 2021.

Apex Systems LLC	08/2020 to 03/2021
15049 Conference Center Dr.	
Chantilly, VA 20151	Average hours per week: 40
Tier 1 Helpdesk Technician	
Tier 1 Operations Manager: Richanda Bryant	Phone: (757) 739-1800 contact: Yes

### **Duties, Responsibilities, and Accomplishments:**

Provide first contact and incident resolution to FBI employees, contractors, and task force members with hardware, software, and application problems with friendly customer service. Includes both customer telephone support as well as electronically submitted requests.

Attempt to resolve as many incidents as possible during the first contact, or at Tier I. Efficiently escalates incidents to higher Tier II or Tier III when required.

Document incident statuses and solutions in the service manager tool.

Provide customer assistance with:

Network diagnostic assistance using the ping device and trace routes.

Account unlocks and windows software password resets and self-serve password reset registration.

RSA crypto token assignments and pin creations, account unlocks, pin resets, and exemptions in the RSA secure console.

Bureau-issued smartphone password resets, boxer application updates, RSA soft-token assignments, and data wipes on lost or stolen smartphones.

Workstation printer, network, and H: drive mapping.

Bitlocker access recovery assistance.

VM Ware fixes, workstation group policy updates, and software deployments.

Personally responsible for handling 2,401 customer service calls resulting in a 99% SLA success rate from Aug 2020 thru Feb 2021.

Perspecta Risk Decision Group	04/2019 to 07/2020
2003 3 <sup>rd</sup> St. NE	
Washington DC 20002	Average hours per week: 40
Special Investigator	
Supervisor: David Lusk	Phone: (443) 315-7815; contact: Yes

### **Duties, Responsibilities, and Accomplishments:**

Conduct background investigations as a contractor for military and government branches on behalf of the Department of Defense/ Defense Counterintelligence and Security Agency (DoD/DCSA) under strict timelines.

Independently collect and analyze information to determine employment suitability of persons who require access to Sensitive Compartmented Information.

Review and obtain records at peoples current and past places of residence, education, employment and other sources.

Perform a comprehensive analysis to identify background, reputation, character, suitability and qualifications of each Subject.

Developed detailed reports of investigations while adhering to DoD/DCSA policies and regulations to be submitted to the adjudicator and human resources.

Schedule and conduct in-person interviews with Subjects, employers and other entities to complete the background investigation.

Develop and maintain a database of top-secret information (i.e., safeguard Subjects Personal Identification Information, domestic and foreign activity).

Conduct passport review for foreign nationals and dual citizens.

Prepare and maintain time sheets, expense reports and procurement activities.

USS Ronald Reagan, U.S. Navy	08/2015 to 12/2016
Unit 100197 Box 1	
FPO, AP 96616 - 2876	Average hours per week: 40
Respiratory Protection and Hazardous Materials Management Program Manager	
Supervisor: Holly Hart	Phone: 858-352-8402; contact: Yes

### **Duties, Responsibilities, and Accomplishments:**

Program Manager for a 3K-personnel organization conducting national and international security operations aboard one of the largest strategic platforms in the U.S. Navy. Supervised the enforcement of policies ensuring the safety of personnel dealing with Hazardous Materials (HAZMAT) and working in atmospheric environments requiring specialized ventilation support. Supervised 10 personnel. Managed sensitive equipment inventory with more than \$40K total value.

**RESOURCE MANAGEMENT:** Created spreadsheets and databases to track administrative and maintenance operations. Developed tools using shared networks to track inventories and budgets. Conducted inspections of facilities to ensure sustainment of safety infrastructure. Developed work orders and supply requests for safety equipment including CO2 bottles, wiring, HAZMAT lockers, eyewash stations, atmospheric monitoring and control equipment, and electrical safety equipment. Managed the turn-in, maintenance, restoration, and replacement of items as part of life cycle management policies. Reviewed personnel records and certifications to ensure the qualification of personnel in support of organizational objectives and U.S. Navy safety program requirements.

**POLICIES AND PROCEDURES:** Trained senior leadership and administrative personnel on requirements related to safety, HAZMAT, and respiratory systems. Supervised administration of the Fleet Training Management and Planning System (FLTMPS) and Navy Standard Integrated Personnel System (NSIPS). Conducted routine inspections and audits to ensure compliance with U.S. Navy and Department of Defense (DOD) safety policies. Maintained accountability of technical documents, safety manuals, and Maintenance and Material Management (3M) manuals. Inspected machine shop facilities, work processes, and operations to ensure compliance with Office of the Chief of Naval Operations Instruction (OPNAVINST) 5100.23. Managed certification programs for respiratory protection technicians. Developed, coordinated, and supervised the execution of HAZMAT spill exercises.

**COMMUNICATION AND LEADERSHIP:** Chaired the organization's quarterly Safety Committee meeting. Coordinated organization-wide initiatives to improve safety conditions. Trained, supervised, and evaluated six technical personnel in the maintenance of safety systems and policies. Directed and monitored the operation and maintenance of critical respiratory systems in support of programs serving hundreds of customer personnel conducting national security operations throughout the Asia-Pacific region. Used Microsoft (MS) Office applications to develop schedules, timelines, policies, objectives, and presentations. Gave presentations to technical, administrative, and leadership personnel.



USS George Washington, U.S. Navy	11/2014 to 08/2015
Unit 100148	
FPO, AE 09550	Average hours per week: 40
Aviation Weapons Support Equipment Manager	
Supervisor: Louis Tyre	Phone: 757-905-7578; contact: Yes

### **Duties, Responsibilities, and Accomplishments:**

Weapons systems and support program manager for a 3K-personnel organization performing critical international security operations aboard one of the U.S. Navy's premier vessels. Supervised 50 personnel in the conduct of precision weapons transport, storage, and armament operations. Managed inventories of sensitive equipment with total value of more than \$20M. Ensured security and safety of all personnel, operations, and equipment in compliance with U.S. Navy and DOD policies.

**RESOURCE MANAGEMENT:** Evaluated strategic organizational objectives, performance goals, and standards. Developed plans and schedules to ensure accomplishment of essential tasks on a daily and long-term basis. Assigned personnel according to assessment of individual expertise and leadership. Created databases and spreadsheets to track operations, supplies, and funds. Monitored stocks of protective equipment. Trained and supervised personnel in the use of Naval Aviation Logistics Command Information System (NALCOMIS), NSIPS, and FLTMPS. Evaluated administrative processes and developed methods to streamline procedures.

**POLICIES AND PROCEDURES:** Maintained technical documentation, including Armament Weapons Support Equipment technical publications and 3M manuals, in electronic and print format to ensure availability of necessary documents for administrative and leadership personnel. Conducted inspections of facilities, supplies, munitions, and equipment to enforce safety standards and U.S. Navy policies. Trained, monitored, and evaluated personnel on safe handling procedures for explosives and HAZMAT. Developed and managed procedures to ensure fulfillment of all Naval Air Systems Command (NAVAIR) 11-140-25 requirements.

**COMMUNICATION AND LEADERSHIP:** Directed daily and long-term operations of 50 specialized technical personnel. Created working groups and task forces to accomplish special tasks. Used MS Office applications to develop schedules, timelines, policies, objectives, and presentations. Gave presentations to technical, administrative, and leadership personnel. Created reporting formats and established performance metrics. Led working groups and ad hoc task forces to accomplish time-sensitive objectives. Collaborated with adjacent departments and customer agencies to solve complex problems. Worked with Information Technology (IT) personnel and logistics staff to improve customer service and expedite support of critical mission tasks.

### **ACCOMPLISHMENTS:**

\*Successfully planned and supervised the transport of more than 500 tons of ordnance with total value of \$400M in support of long-term security operations in the Asia-Pacific region.

\*Successfully refurbished \$3 million worth of Armament Weapons Support Equipment for continued use and to extend the service life therefore saving the Navy \$4.5 million dollars in replacement costs.

Recruit Training Command, U.S. Navy	06/2011 to 09/2014
3355 Illinois St.	
Great Lakes, IL 60088	Average hours per week: 100
Recruit Training Instructor	
Supervisor: Robert Ferreira	Phone: 775-351-4783; contact: Yes

### **Duties, Responsibilities, and Accomplishments:**

Senior training instructor for a 600-personnel organization developing and presenting courses of instruction in military technical and professional standards to newly inducted personnel. Trained, mentored, and evaluated personnel in standards of professional and ethical conduct in the course of military duties. Supervised a staff of 30 instructor personnel and more than 2.5K recruit trainees.

**RESOURCE MANAGEMENT:** Operated and trained personnel with the use of Corporate Enterprise Training Activity Resource System (CETARS) and Enterprise Knowledge Management (EKM) applications to improve administrative capacity. Supervised supply issue for recruits, including clothing, equipment, training aids, educational materials, course handbooks, and protective equipment. Managed customer service requests for faulty or damaged supply items. Conducted inspections of housing and dining facilities. Evaluated administrative processes and developed methods to streamline procedures. Worked with logistics and supply personnel to replace damaged or expired items as part of life cycle management programs.

**POLICIES AND PROCEDURES:** Ensured compliance with all U.S. Navy and DOD standards for professional conduct in academic and training environments. Created plans and programs for personnel requiring additional training instruction. Leveraged subject-matter expertise to provide additional mentorship to trainees in the Uniform Code of Military Justice, naval history, and ceremonial decorum.

**COMMUNICATION AND LEADERSHIP:** Developed long-term and daily schedules for instructors and student staff. Created and enforced disciplinary policies and schedules. Developed and gave presentations on expectations of technical knowledge and professional conduct. Administered and graded personnel evaluations in physical, academic, and technical performance. Used MS Office applications to generate reporting formats and evaluate performance metrics. Led teams of training staff and senior leadership to improve clarity of instruction and increase trainee performance in graded exercises.

### **ACCOMPLISHMENTS:**

\*Successfully led seven classes of new recruits, comprising more than 630 personnel, to graduation as sailors in the U.S. Navy.

\*Supervised the execution of a final 17-hour training exercise encompassing more than 2K personnel performing 12 critical mission tasks. Ensured effective use of simulation facilities worth more than \$7M.

## TRAINING:

- \*AWS Fundamentals undergrad class
- \*AWS Solutions Architect undergrad class
- \*MS Azure Fundamentals undergrad class  
(Transcripts available upon request)
- \*MS Azure Fundamentals bootcamp.
- \*MS Azure Software Engineer bootcamp
- \*Air-gapped cloud bootcamp
- \*ACI Learning security+ certificate of completion of 40 course hours plus training lab
- \*ACI Learning certified network defender certificate of completion of 40 course hours plus training lab
- \*ACI Learning certified ethical hacker certificate of completion of 40 course hours plus training lab
- \*Tier 1 IT Helpdesk Support
- \*Special Investigator

## AWARDS:

- \*Navy and Marine Corps Commendation Medal
- \*Navy and Marine Corps Achievement Medal (4)
- \*Navy Unit Commendation
- \*Meritorious Unit Commendation
- \*Navy Battle "E" (4)
- \*Navy Good Conduct Medal (6)
- \*National Defense Service Medal
- \*Armed Forces Expeditionary Medal (4)
- \*Kosovo Campaign Medal
- \*Global War on Terrorism Expeditionary Medal
- \*Global War on Terrorism Service Medal
- \*Armed Forces Service Medal (4)
- \*Sea Service Deployment Ribbon (4)
- \*Navy and Marine Corps Overseas Service Ribbon (2)
- \*Navy Recruit Training Ribbon (1)
- \*Kosovo NATO Medal (1)