

# DENELLE AGOSTO

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## PROFESSIONAL SUMMARY

Experienced Information Systems Specialist with over 20 years of experience in Information Technology (IT) experience. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Proven leadership and support in the areas of information technology, data protection/archival, acquisitions, litigation hold, and project management. Resourceful team player and fast learner seeking to leverage background into information/cyber security role.

## SKILLS

- Technical issue analysis
- Hardware upgrades
- Disaster recovery
- Application support
- Troubleshooting and diagnostics
- Desktop support
- Staff education and training
- Data analysis understanding
- Reporting knowledge
- Procurement expertise
- Monitoring computer viruses
- Peer relationships
- Operational support
- Configuration management
- UNIX/LINUX
- Telecommunications systems

## WORK HISTORY

### Program Support Specialist - Office of the Chief Information Officer

**General Services Administration** - Washington, DC

10/2019 - Current

- Responsible for contract administration support, providing a seamless transition at all levels of the procurement - maintained 100% accountability of assigned contracts.
- Managed renewal of more than 65 contracts totaling \$22,515,832.00.
- Maintain a detailed procurement tracking sheet that allows for real time tracking of all procurements utilizing Google Apps Scripts reminders and data validation tools.
- Assist with FISMA and GAO audit activities, assists with gathering documentation, reviewing reports and ensures completion of all corrective action plan (CAP) items, responding to requests for entity wide items, tracking reviewing audit response submissions, managing and tracking audit responses, CAPs and obtaining necessary signoff.
- Supports Enterprise Cyber Risk Management by integrating information security and cyber risks with overall Enterprise risk management activities. Support all phases of risk management to include Risk Framing, Risk Assessment, Risk Response and Risk Monitoring. Assist with identification, analysis and mitigation of risks at the organization, program and system level.
- Seeking COR level III certification as well as FAC-P/PM with IT Core-Plus specialization level III (est completion spring 2021).

### IT Specialist - Storage and Backup

**General Services Administration** - Washington, DC

02/2017 - 10/2019

- Technical representative for IDISE and IDIST in support of RIC moves. Coordinated with associated operational teams to collect, review, and validate hardware equipment for project planning.
- Division litigation hold point of contact and subject matter expert. Maintain strong customer service and information sensitivity while supporting OGC and IG requests.
- Provide divisional COR support to four branches within division. Created a detailed procurement tracking sheet that allows real time tracking of purchases utilizing Google Apps Scripts reminders and data validation tools. Managed renewal of 32 contracts totaling \$11,820,885.00.
- Team member representing IDIST in Google File Stream Pilot - intricate to success of Hawaii and Germany user migrations to Google Drive.

### Customer Support Team Lead

**General Services Administration** - Washington, DC

11/2016 - 02/2017

- Managed team of three federal and four contract employees on various projects.

- Worked with PBS and FAS executive leadership to bridge key communication issues between local support and local customers.
- Excellent communication skills resulted in clearly defined roles and capabilities within business lines.
- Defined IT project requirements ensuring products and services comply with customer expectations by conducting bi-weekly meetings with customer to develop and review requirements.
- Used vast understanding of GSA's budget and procurement process to assist with potential procurement for field sites.
- Provided GSA IT Orientation to newly on-boarded associates.

### **IT Specialist - Storage and Backup**

#### **General Services Administration - Washington, DC**

06/2013 - 11/2016

- Ambassador for FY17 - FY19 Employee Viewpoint Survey. Strategic goals include three new initiatives to increase response rate and negative responses by 15%.
- Manage the Mascot Award Program for IDI Division.
- POC for FAS OSH server builds; work closely with application owners and server build team, assisted with more than 37 requirements and operational readiness reviews with 100% on time delivery of each server.
- Region 3 GSA SIP Project Manager - Tasked to migrate Region 3 field sites onto VoIP Infrastructure using GSA's SIP trunks.
- Worked on Region 3 Regional Office Building move project consisting of relocating approximately 400 GSA employees and equipment to new office space.

### **Lead Supply Systems Analyst**

#### **General Services Administration - Washington, DC**

07/2008 - 06/2013

- Enhanced the Eastern Distribution Center's (EDC's) Phoenix Warehouse Management System by creating local work processes that facilitated quality control oversight of goods received and decreased frustrated freight by 17%.
- Co-chair for depot Unity and Diversity Team, coordinated the annual food drive and donated more than 160 pounds of food to South Jersey Food Bank.
- Worked collaboratively with team of four to conduct basic computer training for 79 federal employees. Received 91% overall satisfaction rating. Created temporary computer lab as well as three permanent labs containing three to five computers available in each breakroom.
- Administered access to Financial and Air Clearance Transportation System (FACTS). Assistant Security Manager and Alternate Access Approval Authority worked closely with DMC-MECH Automated Information System Registration to establish local FACTS accounts.
- Program Coordinator working with ORC, and external certificate authority (ECA). Provided guidance and support to local users ORC ECA Identity Certificates. Created database to manage 239 users with Identity Certificates.
- Assisted with update of network topology to enhance network infrastructure, replaced 16 Cisco 3550 24/48 switches throughout entire depot.
- Acquired nine new copiers for depot, oversaw ordering, installation and maintenance of copiers throughout depot, providing support for more than 466 users.
- Assisted with re-wiring the computer room print shop which eliminated four hubs and second gigabit uplink for AD server switches.

### **Material Handler**

#### **General Services Administration - Burlington, NJ**

07/2004 - 06/2008

- Eastern Distribution Center - Contract Specialist (05/2006 to 05/2009).
- Equal Employment Opportunity Counselor (05/2006 to 05/2009).
- Material Handler Lead (12/2004 to 06/2005).
- Material Handler - Bulk Storage (07/2004 to 12/2004).

### **Airmen**

#### **United States Air Force - Multiple, Multiple**

01/1994 - 06/2001

- McGuire Air Force Base – Inventory Manager (06/1999 to 06/2001).
- Kadena Air Base, Okinawa Japan – General's Aide/Protocol Specialist/LAN Administrator (10/1997 to 06/1999).
- Kadena Air Base, Okinawa Japan – Quality Awareness Advisor (10/1996 to 06/1997).
- Kadena Air Base, Okinawa Japan – Aircraft Parts Requisition Specialist (11/1995 to 12/1996).
- Scott Air Force Base, Belleville, Illinois – Receiving In-Checker (01/1994 to 11/1995).

- Dhahran Air Base, Dhahran, Kingdom of Saudi Arabia – Combat Operations Support Assistant (12/1994 to 03/1995).

## **EDUCATION**

**Master of Science:** Management Information Systems  
**University of Phoenix** - Phoenix, AZ

**Bachelor of Arts:** Business Administration  
**Stephens College** - Columbia, MO

## **CERTIFICATIONS**

- Contracting Officer Representative - Level III - 2021
- ITIL v3 Foundation – 2016
- Notary – State of New Jersey