**Charlotte F. Gaines**

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Watkins Glen NY, 14891 (850)776-0981

**WORK SUMMARY:** A technically sophisticated, innovative, and high-powered IT professional offering more than 5 years noteworthy experience in Network and Systems Administration as well as Technical Support. Known for proficiency in radio communications and competency in installing, maintaining, troubleshooting, and repairing state-of-the-art electronic tactical circuitry. Consistent success in reducing costs, improving efficiency, and increasing productivity. Proficient in determining system requirements and resolving technical issues. Accustomed to working with end users of diverse cultures and different levels of experience to determine requirements and provide results.

**EDUCATION:** *Super High Frequency (SHF) Communication Systems Operator*

 OJT, NCTAMS LANT, Norfolk, VA

 *Extremely High Frequency (EHF) /Automated Digital Network System*

 OJT, NCTAMS LANT, Norfolk, VA

 *High Frequency (HF) Operator*

 OJT, NCTAMS LANT, Norfolk, VA

 *Ultra Frequency (UHF) Operator*

 OJT, NCTAMS LANT, Norfolk, VA

 *BKS SMG (VLF/LF) Operator*

OJT, NCTAMS LANT, Norfolk, VA

**SECURITY CLEARANCE**: Single Scope Background Investigation (SSBI), conducted by Office of Personnel Management / Federal Investigation Service (OPM/FIS). The Department of the Navy, Central Adjudication Facility (DON CAF) granted eligibility of TOP SECRET with SCI DCID 6/4 on 30 March 2007.

**QUALIFYING EXPERIENCE:**

**Job Title**

Naval Computer and Telecommunications Area Master Station Atlantic, Norfolk, VA

APR07 – MAR12

***Tech Control Operator / BKS SMG SME***

* Supervised 19 individuals of the US Navy’s major Technical Control Facilities during critical roll overs of the US NAVY’s BKS SMG(VERDIN) Suites
* Monitored and Operated Navy’s High Speed Global Ring (HSGR), Command and Control (C2) Network and High Speed Global Ring Interface Switch (HIS) Network.
* Creates circuits and Monitors Router Interfaces for IP Services to various Fleet Areas of Responsibilities.
* Monitored and Operated various naval systems to include Commercial Broadband Satellite Program (CBSP) KA, KU and C Bands circuits, Defense Satellite Communications Systems (DSCS) X Band circuits, Extremely High Frequency (EHF) circuits, International Maritime Satellite, (INMARSAT), Secure and Non- Secure Video Teleconferencing (VTC) and SCIP-IWF (VoIP).
* Performed system analysis, diagnosed and isolated failures to lowest replaceable unit.
* Trained over a hundred personnel in BKS SMG procedures, resulting in minimal down times.

**OTHER EXPERIENCE:**

• CMS User, NCTAMS LANT, Norfolk, VA

• Electronic Key Management Systems (Cryptologic), Norfolk, VA

• DOD Information Assurance Awareness V10, Norfolk, VA

• Information Systems Technician “A” School, Pensacola, FL

• Operations Security, Norfolk, VA

• Personally Identifiable Information (PII), Norfolk, VA

• Operational Risk Management, Norfolk, VA