Phillip Morley

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Greetings:

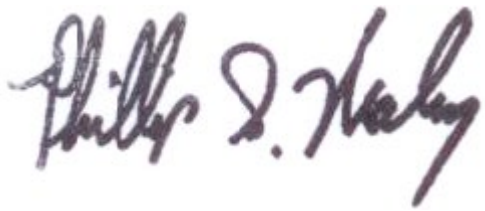
I am excited about the potentials of an opportunity with your organization, as I find alignment with my personal missions and goals and believe that I would be a successful addition to your team! My personal missions are: integrity, contribution, and mentorship. These missions drive each decision I make in the workplace and uplift the teams I support. My career goals are to lead strategy towards organizational missions with which I align, mentor team members to find personal and professional success, and to perpetually elevate IT security and systems to ensure sustainability and ultimate productivity. In my next role, I want to make a tangible, positive difference within the organization.

Throughout my career, I have headed systems strategy and upgrade efforts for enterprise and government organizations with tremendous success. From improving the safety of infants in the NICU at Johns Hopkins through continuous, calculated penetration testing and system checks to upgrading data storage and hardware for the Virginia Department of Transportation, my projects have made practical improvements for vital departments which have led to greater security and efficiency.

Leading systems engineering and managing complex projects is my passion! For over a decade I have worked on complex projects that focused on cyber security and improving system effectiveness, and I am looking for a role that will allow me to continue this work while elevating my professional skills and the careers of my teammates.

I would love to speak with you regarding your organization and potential opportunities. Please let me know the best time to connect and have a terrific day!

Sincerely,



Phillip Morley

Phillip S. Morley

Technical Engineer & Project Manager

(888) 385-6337 • phillip@phillipsmorley.com

Technical Engineer & Project Manager
Emotionally Intelligent (EI) leader, innovator, builder and strategic professional with 25 years of experience offering expertise in innovative IT solutions and change management as an innovative business partner, effective communicator, and problem-solving project manager known for building strong relationships with internal / external partners at all levels to identify / mitigate risks, ensure compliance with organizational and regulatory governance and/or policies, implement quality initiatives, and deliver innovative solutions that attain organizational goals. Collaborative leader with proven successes in building and directing cross-functional teams to design, implement and support programs and processes that are adopted across enterprise.

Areas of Expertise
Project Management, Systems Engineering, Change Management, Public Speaking/Communications, Risk Management, Vendor Management, Business Relationship Management, Business Process Management, Real Estate/Facilities and Security Management.

Industires
Transportation, Healthcare, Technology, Finance, Non-Profit, Higher Education, Governement, Utility, Public Safety

Technical Proficiencies
- **Software:** Ascom, Avaya (AES, CMS, MSA, Verint), AVST CallExpress, CSI/Five9, MDSL/Telesoft, SPOK, Polycom, MediaSite, 3CX, 8x8, Laerdal, MModal, Vermont Oxford Network eNICU, Zoll RescueNet, Philips Healthcare OB TraceView, TeleTracking, Equitrac, UPS TrackPad, RL6 Event Reporting, Microsoft Dynamics AX, Microsoft Team Foundation Server, BaseLayer Data Center Facility Monitoring, Standard Register Forms on Demand, Microsoft Azure, Avast Business, Trend Micro, Sentinel One, Sectigo, Comodo, Infrascale, Restrospect, Veritas, CommVault, UniTrends, Oracle PeopleSoft, UKG, SAP and Workday, WordPress, Motorola Gateway, Motorola PremereOne
- **Hardware**: Dell, Lenovo, Hewlett-Packard (HP), SuperMicro, Cisco, Fortinet, Aruba, Ubiquiti, Juniper, Extreme Networks, Allied Telesis, BlueCat, Synology, Aberdeen, NexSan, Tintri, 3Par, Nimble, Avaya, Grandstream, Cradlepoint, Sierra Wireless, Honeywell, Digital Watchdog, Johnson Controls, Tyco, Ansul, Fenwal, Gamewell-FCI, Notifier, Vesda, Motorola Vesta
- **Platforms & Protocols**: Windows 10/11, Windows Server, Red Hat Enterprise, CentOS, Apple, OSX, IBM AIX, VMWare, Xen, Hyper-V, VBScript, PowerShell, TCP/IP protocol stack, 802.11x, SNMP, DNS, Directory Services, LDAP, SSL, TLS, SMTP, HTTP, HTTPS, FTP, SFTP, SSH, SCSI, iSCSI, FCoE, FC, SAS, SATA, JBOD, RAID, Distributed File Systems, AGP, PCI, PCI Express, Apache, Tomcat, Geronimo, MS T-SQL, Oracle PL-SQL, MySQL, DB2
- **Two-Way Radio**: VHF, UHF, Repeater, Duplexing, Donor Radio, Dispatch Console, DMR/P25, Connect+, MotoTRBO, APX, FRN, FCC, Narrowbanding, Telephone Patch, Codeplug, OTAP, Encrypted/Scrambled Channel(s)

Certifications, Licenses & Extracurricular
- CompTIA Network+, May 2002
- CompTIA A+, June 2002
- Microsoft Certified Professional, October 2007
- Certified 3CX Technician
- FBI NCIC/CJIS Level 4, July 2023
- HSI First Aid, CPR (Infiant, Child & Adult), Automated External Defibulator (AED), February 2025
- Virginia Department of Crimminal Justice Services – Electronic Security Services, June 2025

- Maryland Burglar Alarm Technician/Agent License, July 2025
- District of Columbia Burglar Alarm Technician/Agent License, July 2025
- Delaware Burglar Alarm Technician/Agent License, February 2026
- Pennsylvania Burglar Alarm Technician/Agent License - Pending
- West Virgina Burglar Alarm Technician/Agent License - Pending
- Competitive Athlete – Swimming & Running w/Coaching Experience in Secondary Education

Experience

Systems Support Specialist **PCI Federal**

- Lead, organize, and manage computer systems oversight and on-going operational support for the CCQDER program within the Centers for Disease Control and Prevention (CDC).

Technical Program Manager/Advisor **Peraton**

- Lead, organize, and manage technical (technology systems) and non-techical (namely, contruction and real estate) workstreams that directly impact the overall NAS (National Airspace System) modernization project for the Federal Aviation Administration, under contract.
- Provide SME level guidance and expertise (RE portfolio) to the administration on real estate matters involving space and land leases.
- Manage full lifecycle of subcontracted construction firms on site specific construction task orders.
- Manage the implementation of Air Traffic Control (ATC) training simulators.

Customer Service Representative **Circle K Stores, Inc.**

- Operate Gas Pump Infrastructure and sell gasolene products as a Maryland certified Class C operator
- Sell convenience store products to customers (tobacco, snacks, drinks, ice, propane refills, etc.)
- Operation of a Toshiba point of sale terminal with cash and credit/debit operations
- Operation of Maryland Lottery equipment and complete cash payouts to winning customers
- Every 2 hour store cleanliness checks of bathroom, coffee area, and store room.
- Complete and awarenerss of safe cash handling procedures by drawing down cash drawer below $100.00 per Circle K corporate policy, and inserting large sums of money into the time lock safe, in store.
- End of day/night closeout procedures, cleaning store and safely turning off gas pumping, etc.

CAD/RMS Systems Administrator **Maryland State Police**

- Lead, organized, managed and deployed new Dell Precision PC hardware at 32 physical locations within the State of Maryland across 4 law enforcement agencies (Maryland State Police, MdTA Police, MTA Police and Natural Resources Police). 130 devices were deployed between PCs and Servers.
- Created, tested, deployed and manage a master Windows 11 image for the PCs.
- Dell PowerEdge R450 Servers were also deployed as part of this project and also on a master image.
- Managed asset disposal process per State of Maryland policies and requirements.
- Managed and maintained inventory/assets deployed statewide for CAD/RMS.
- Managed, organized and conducted field work at the patrol vehicle level to resolve systemic technology issues with the CAD system's realtime GPS component and mobile application component. When not working, is a significant police officer safety concern. Addressed and resolved tickets logged in the helpdesk system for these issues, and traveled to all 32 locations to physically work with officers to resolve these issues.
- Worked extensively with Maryland State Police's radio shops statewide when needed to resolve software and/or hardware issues directly related to Motorola APX Mobile and/or Portable Two Way Radio Equipment. Worked with Motorola engineering to implement, develop and complete a project with a Motorola IP Gateway interfaced to Caliber CAD
- Worked extensively with Motorola Solutions to manage Vesta, a Next-Generation 911 technology, to include RS232 to IP data streams via converter boxes.

Senior Systems Engineer **Digital Management, Inc.**

- Managed and maintained highly visible, critical infrastructure and high traffic volume website infrastructure (5,000 hits per hour) for Washington Metropolitan Area Transit Authorities (WMATA) public facing website. This website had a variety of intricate capabilities such as live subway and bus location information, fare processing, and other high-level features, which required assurance that the site was live and functional 24 hours a day, 7 days a week.
- Headed programmatic website updates including building virtual servers and handling the migration from the old physical servers to new servers.
- Handled server replacement, backend updates, and other routine care of the authorities CAD and RMS systems (Motorola PremierOne), utilitized also 24 hours a day, 7 days a week, by the authories police department.

Senior Infrastructure Engineer **PNC Bank, N.A.**

- Manage and maintain core banking applications across multiple greenfield data centers, and was involved in the implementation of CyberArk and Red Hat Ansible Tower.

Systems Engineer/IT Project Manager **Johns Hopkins Health System**

- Managed the full lifecycle of 35 projects with widely varied goals.
- Led projects focused on reduction of system overlap, duplicative efforts, and improving cyber security posture in the activity of getting all technology systems in the hands of qualified and trained professionals within central IT.
- Largest project managed was 9 months in duration, over $1M in cost to the health system, and 25 in personnel internal to the health system, not withstanding the vendor side resources. Project was for the Department of Cardiology to in-place upgrade a legacy system, then turing the upgraded iteration into an enterprise wide and heavily utilitized software application across the entire health system at multiple locations, including All Childrens in St. Petersburg, FL.
- Owned ServiceNow automation project and created a model and automation for internal to institution cost recoveries for and to Central IT. Completed this project by using ServiceNow and from an original Excel spreadsheet leading to the recovery of $1.4M monthly recurring and a reduction of 120 labor hours annually.
- Led updates and ultimately the overall replacement of the Infant Abduction Prevention System for the NICU at Johns Hopkins Hospital. This project required scheduling, resources, and support for updates as the system could not be down at any time for patient safety reasons, continually tested and upgraded the system to ensure the security of the hospital's most vulnerable patients.
- Managed separately, approximately 40 mixed Windows and Linux server systems as a primary systems engineer on and with the department/team responsible for all server platforms and systems within Central IT for the entire institution.

Senior IT Project Manager **Fidelity Guarentee & Life**

- Project managed the exiture of equipment in a 4th floor, downtown Baltimore data center on premise, to Raging Wire data center located in Ashburn, VA. Involved internet bandwidth, telephony, structured cabling, discovery, and physical movement.

Data Center Manager **McDaniel College**

- Operated and managed the college's on-premise data center. Oversight included deployment of client/server applications, building server infrastructure, storage systems and facilities management. Modernization of college systems, both hardware and software were core responsibilities of this position.
- Successfully lead negotiation of new contract for telecommunications (voice) services with Sprint reducing cost and improving service quality.
- Co-Lead RFP process to replace campus's primary telephone system, ultimately selecting Cisco.
- Lead successful engineering and negotiation discussions with Honeywell Building Solutions on multiple projects across campus, but particularly on a video surveillance system for the Hoover Library

International Systems Administrator **T. Rowe Price**

- Deployment of Hewlett-Packard Enterprise (HP-E) new blade infrastructure during a hardware refresh cycle, moving away from Dell. Responsible for oversight of data backup operations for multiple international offices.

BithGroup Technologies

- Management and oversight of this companies internal IT department.
- Developed and presented IP-based electric metering monitoring technologies, namely Smart Metering on BACnet to this companies largest customer, Exelon, which owns Baltimore Gas & Electric (BGE)
- Project managed a subcontracted 2-year project with the Virginia Department of Transportation to upgrade and move network infrastructure and video encoding infrastructure for the statewide traffic camera system, some 1,300 traffic cameras statewide between old data center facility to Equinix in Ashburn, VA.
- Provided SME and executive level guidance on technology matters and talent acquisition/HR matters, ultimately leading to the acquisition and selection of this companies current CIO.

Systems Administrator **FEI Systems**

- Oversight and management of applications related to and being utilized under a HHS SAMSA contract for the BGAS (Block Grant Application System) for all 50 US States and associated United States territories.

Systems Administrator **ProSync Technology Group**

- Management and oversight of this companies internal IT department, and is a government contractor in the intelligence community (NSA).

Subject Matter Expert **MainBrain**

- Internal restructuring and turnaround services were provided to this company which is a Managed IT Services company.

Associate IT Manager **Anthem Blue Cross & Blue Sheild**

- Oversight and management of a 4 person IT department, prior to the acquisition of Resolution Health, by Wellpoint, which has now rebranded under the conglomerate, Anthem Blue Cross & Blue Shield. Resolution Health was acquired by WellPoint in 2008. Lead Resolution Health through a variety of evolutionary time periods, including the integration post-acquisition by WellPoint.

Systems Administrator **Tech-Serve**

- Management of 50+ small to medium business managed IT customers in the National Capital Region (NCR)

IT Director **The Performance Institute**

- Multi-site (Arlington, VA & San Diego, CA) IT management and oversight of this learning provider, primarily focused on project management learning tracks, aligned with U.S. Governement, state and local agencies nationwide.

Systems Administrator **Microserve Consulting**

- Management of 35 small to medium business managed IT customers in the National Capital Region (NCR)

Network Administrator **WellSky**

- Principal supervisory and network engineering services for this software company which catered to mental health facilities and state human and/or social services departments as a single source application to manage these operations soup to nuts. This firm was acquired by WellSky in 2014.

United Airlines / Delta Airlines / Independence Air / Atlantic Coast Airlines

Ramp Agent

- Marshalled aircraft to the assigned gate and positioned airstiars or jetway for de-plaining operations.
- Operate pushback tug to departure aircraft
- Handled weight & balance paperwork and flight release with captain for each departure
- Unload and load baggage, customer air cargo, and air carrier cargo (AOG) to next station.
- Service and clean lavatory
- Food & Beverage cart transfer on/off
- De-Icing Operations November through March
- Certified for night repositioning of aircraft to hanger for maintenance or hardstand for RON (Remain Overnight) using pushback tug and tow bar.
- Other duties as assigned, or to assist customer service agents or passenger(s)

Ramp Agent Supervisor

- Oversee a 4 person team on assigned ramp finger during 2 evening departure banks
- Two-Way radio holder for communications with ramp operations and other ramp supervisors, or duty manager
- Work with customer service agents inside terminal to resolve any passenger concerns or issues
- Work with customer service and flight crew when special circumstances were in play (Persons Carrying Firearm – PCFA, Prisoner Transport, etc.)
- Resolve any fuel or F&B vendor issues, as appropriate
- Safety enforcement on assigned ramp, to include disciplanary action when incidents occurred.
- Ensuring that U.S. Customs badge stamps for assigned ramp crew were active and valid
- Coordinating any issues with central baggage claim for connections or end of travel
- Consult and/or work with station or duty manager on matters as they occurred
- TDY'd to ORD and covered personnel vacancies for a few months, air commuting between ORD and IAD, non-revenue (jumpseat or SA)
- Other duties as assigned, or to assist customer service agents or passenger(s)

Air Carrier Ground Operations Controller

- Visual oversight of ground operations from terminal tower perspective of multiple gates in Terminal A & B at IAD.
- Utilize two way radio to communicate with ramp supervisors, customer service supervisors and duty manager.
- Coordinate emergency situations with MWAA ramp tower personnel, ground operations and MWAA Police/Fire/EMS.
- Work with maintenance control, crew scheduling, hanger personnel, or others to address any issues as they occurred.
- Work with fuel or F&B vendor(s) as necessary
- Other duties as assigned

Air Carrier to MWAA Ground Operations Liasion

- Sat in MWAA controlled ramp tower and liased between MWAA and air carrier and air carrier ground operations controller(s).
- Assisted or coordinated solutions or resolution to a variety of air carrier side matters in direct lockstep with MWAA personnel.
- In coordination with the station manager, was a secondary point of contact for U.S. Customs issues/matters
- In coordination with the station manager and station secretary, worked to ensure all ramp and customer service personnel credentials were active and up to date with the Airport Badging Office.
- In coordination with the station manager and station secretary, worked to ensure all ramp and customer service personnel training cycles/schedules were up to date.
- Other duties as assigned

PC Technician

- Manage and maintain PC assets at assigned locations, and was assigned Terminal A, the maintenance hanger, and the Shaw Road call, training and employee center.
- Troubleshooted FIDS & RIDS systems inside Terminal A
- Troubleshoot and fix issues related to Deltamatic, Delta's legacy reservation system
- Resolve trouble tickets related to a variety of applications, SABRE, Apollo, Flight Explorer, Lawson, ACARS, etc.
- Worked with A&P staff at hanger for troubleshooting of Rockwell-Collins and/or other vendor software as necessary.
- Covered ORD at times for IT Department
- Spend some time on various assignments in Schaumburg, IL at UAL headquarters
- Other duties as assigned

EDUCATION

Clarke County High School - 2003
Berryville, Virginia

Duke University
Pratt School of Engineering
Durham, North Carolina

Fact Sheet

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- Active interest in public safety and professional security work
- Been a technology professional for the last 25+ years
- Know video surveillance systems well and currently supporting them
    - Digital Watchdog
    - Axis
    - Honeywell
    - More/Others…..
- Licensed in the Following States:
    - Virginia – DCJS – 99-743143
        - Sales, ES Technician, Locksmith
    - Maryland - 25PLU-SS62668
        - Burglar Alarm Agent
    - District of Columbia – DLCP - 602525000008
        - ES Technician/Agent
    - Delaware – 25-352
- Willingness to learn new things

Relevant Association Memberships:

- ALOA Security Professionals Association
- Society of Professional Locksmiths
- Security Industry Association

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Software Experience and Expertise

Telecommunications: Ascom, Avaya (AES, CMS, MSA, Verint), AVST CallExpress, CSI/Five9, MDSL/Telesoft, SPOK, Polycom, MediaSite, 3CX, 8x8
Healthcare: Laerdal, MModal, Vermont Oxford Network eNICU, Zoll RescueNet, Philips Healthcare OB TraceView, TeleTracking
Line of Business: Equitrac, UPS TrackPad, RL6 Event Reporting, Microsoft Dynamics AX, BaseLayer Data Center Facility Monitoring, Standard Register Forms on Demand
Software Development: Microsoft Team Foundation Server
Cloud - Microsoft Azure
Endpoint Security - Avast Business, Trend Micro, Sentinel One
SSL/TLS - Sectigo & Comodo
Disaster Recocery - Infrascale, Restrospect, Veritas, CommVault, UniTrends
ERP - Oracle PeopleSoft, UKG, SAP and Workday
Websites - WordPress

Hardware Experience and Expertise

Server/Workstation - Dell, Lenovo, Hewlett-Packard (HP), SuperMicro
Network/Network Security - Cisco, Fortinet, Aruba, Ubiquiti, Juniper, Extreme Networks, Allied Telsys
IPAM/DDI - BlueCat
Storage - Synology, Aberdeen, NexSan, Tintri, 3Par, Nimble
Telecommunications - Avaya, Grandstream
SD-WAN - Cradlepoint
Facilities - Honeywell, Digital Watchdog, Johnson Controls
Fire - Tyco, Ansul, Fenwal, Gamewell-FCI, Notifier, Vesda