

Contact

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Top Skills

Government

Security

Leadership

Certifications

MCSE

Senior Level FAC/PM (level III)

Juan Sargeant

Deputy CIO, Infrastructure and Operations at U.S. Department of Housing and Urban Development
Potomac, Maryland, United States

Summary

I have over 20 years of combined experience within the IT industry and the federal government. Throughout my career I have increased my skills and knowledge in the areas of organizational development, project and program management, information technology, information security, software development, resource management, fiscal control, business process improvements, team building, communications, developing and driving policy, customer support, leadership, creating and meeting strategic objectives, and enhancing customer relationships. In my current role as the Chief for the Issues Management Tier 3 Support Branch within the Administrative Office of the US Courts, I focus on fostering relationships between the branches, offices, and the Courts through transparency, open dialog, shared resources, and applying customer service principals. I instill my team with a sense of ownership, awareness of the long and short-term impacts of their decisions and events on customer and our citizens, and an understanding of how day-to-day activities relate to personal and professional lives, relationships, and professional development. I work with the teams and partners to improve incident management, knowledge management, problem management, change management, security event management, and increase overall system availability for the user community. The results of my efforts are evidenced in the speed of service recovery, positive end-user feedback, systems up-time, knowledge retention, effective customer engagement, and improved team dynamics. I believe my business, management, leadership, software development, and systems engineering skills will add value to any organization.

Experience

U.S. Department of Housing and Urban Development
Deputy CIO, Infrastructure and Operations
August 2019 - Present (4 years 2 months)
Washington, District Of Columbia

Administrative Office of the United States Courts

Branch Chief

September 2015 - August 2019 (4 years)

I manage two teams of 20 senior federal civilian and contractor systems engineers and application developers responsible for providing 24/7 tiers 2 and 3 operational support for over 80 mission critical national web, mobile, and data-centric applications and systems used by the U.S. Federal Judiciary except for the U.S. Supreme Court. The teams, consisting of contractor and federal team leads, an IT project coordinator, software developers, Windows and Linux systems engineers, and Database engineers, support systems geographically dispersed across the United States. One team is responsible for monitoring, patching, maintaining, and deploying system, OS, and application upgrades to servers, mobile devices and enterprise support tools in the several operational environments, while the other provides root cause analysis, application subject matter expertise, and tier 3 support to the Federal Courts, Probation Officers, Pre-Trial Offices, and the National Support Desk's Tier 1 support staff.

I also assist in developing the Office and Division's strategic plans and objectives, am responsible for aligning the the Branch's plans and objectives to those of the Division, and for creating and nurturing a culture to reflect and reinforce that of the Division and Office. I develop, implement, and enforce policies and procedures to improve institutional and explicit knowledge transfer and retention, fortify relations between Branches, Divisions, Offices, and the end-user community. I cultivate leaders and assist staff in achieving their career goals while fulfilling the vision and mission of the Branch, Division, Office, and the Agency. I develop and nurture relationships with Tier 1 support, the Agile developers, security teams, network and hosting branches housing our physical and virtual servers, and establish service and operational level agreements between the teams. Am partnering to implement a DevOps approach to system/software development using Safe and ITIL framework.

National Oceanic and Atmospheric Administration

IT Project Manager / Software Engineering and Application Support Team Lead

April 2011 - September 2015 (4 years 6 months)

Silver Spring, MD

Lead a team of 18 application developers responsible for maintaining over 40 in-house and 20+ off-the-shelf enterprise applications across geographically dispersed data centers, housed on a mix of Windows and Linux servers, using

SQL, Sybase, MySQL, and other open source databases supporting real-time data dissemination for the PORTS & NWLON programs used by the public to traverse shipping lanes, and by government to protect property and life.

SRA International

Project Management Office Lead / Engineering Team Lead

September 2008 - April 2011 (2 years 8 months)

Fairfax, VA

PMO Lead at the Office of Personnel Management (OPM) from 2/10 - 4/2011 leading a team of 10 Project Managers responsible for managing a portfolio of over 56 projects and 12 programs across all business units. Projects and programs consisted of IT investments, cost cutting initiatives, and organizational development.

Project Manager at the Office of Veteran Affairs from 06/2009 - 02/2010 managing a portfolio of security projects associated with the implementation of the Trusted Internet Connectivity (TIC) initiative. Coordinated efforts with senior executives, projectized tasks, functions, and initiatives within the various directives, and help created and close high level security plans of actions and milestones across the agency.

Engineering Team Lead for the Office of Administration from 09/2008 - 06/2009 responsible for leading a team of 10 systems and network engineers providing 24x7x365 enterprise support to the Executive Office of the President, and for engineering and implementing the instantaneous presidential data transference of the 43rd President of the U.S.A. to the National Archives upon transitioning of power to the 44th President of the U.S.A.

Unisys Corporation

Senior Systems Engineer

February 2006 - September 2008 (2 years 8 months)

Herndon, VA

Server/Engineering Team Lead for the Office of Administration - Executive Office of the President, responsible for managing Windows, Linux, Unix, Solaris, and Citrix servers for the enterprise. Also responsible for managing and maintaining Microsoft MOM server for patching and software distribution throughout the enterprise. Created new processes and procedures for streamlining work, reducing system downtime, increasing stability, and quickly moving enterprise projects from inception into production/operations with minimal risk to the enterprise.

ZEN TECHNOLOGY

Sr. Systems Engineer

September 2004 - December 2005 (1 year 4 months)

Bethesda, MD

Sr. Systems Engineer for the Missile Defense Agency, responsible for engineering and implementing migration solutions from Windows NT 4.0 to Windows 2000, and from Windows 2000 to 2003, and participating as the Sr. technical adviser for various user originated projects. Migration solutions encompassed all workstations, Windows and Solaris servers, Oracle, SQL, and Domino databases, COTS and GOTS applications, and Exchange services for a geographically dispersed enterprise. I was a senior member of a team responsible for engineering, designing, creating, and reviewing documents pertinent to the enterprise active directory structure, such as OU and site designs, naming standards, group policy, wins, DNS, and the DMZ. My duties also included identifying and assessing enterprise tools, training junior engineers and administrators, and providing level-3 enterprise support

Ajilon Consultants AB

Sr. Lab Engineer

February 2004 - September 2004 (8 months)

Rockville, MD

Consultant - U.S. Department of Justice - Responsibilities included creating and testing SMS 2.0 software packages, developing and managing projects associated with changes to the DOJ server, desktop and laptop images, and providing technical assistance with the migration to a centralized IT support and monitoring system

Electronic Data Systems

Transition and Infrastructure Design Team Lead

July 2001 - February 2004 (2 years 8 months)

Herndon, VA

Transition Team Lead

Managed several projects/tasks under the Navy and Marine Corp Intranet (NMCI) program, such as the installation and configuration of servers, switches, fiber optics, routers, and load balancers in a Network Operations Center, the deployment of a COTS tool, migration of legacy applications and databases to NMCI, and the deployment of the Novadigm Application Distribution System.

Infrastructure Design Team Lead

Established, designed and implemented policies, processes, and standards for a team of 8 Senior Network Engineers, which resulted in reducing the time for receiving and approving all NMCI on-site infrastructure design documents from 10 days turnaround per document to fewer than 4 days. The team was responsible for evaluating, approving, and recommending changes to network infrastructure and security designs submitted by on-site infrastructure teams and subcontractors responsible for developing the designs for each Naval and Marine Corp command within the United States.

Systems Engineer and Migration Planner Assistant Team Lead

Understood and effectively communicated the vision of the Navy Marine Corp Intranet (NMCI) program to teams within the organization, the customer's key stakeholders, and the subcontractors. Identified the requirements from the customer's business stakeholders, the network engineers, system administrators, software developers, security teams, data analyst, facilities teams, database administrators, and the Program Directors, and used the information to create the NMCI program's first transition plan which facilitated the first full Naval Base migration of approximately 13 thousand users and all tenant commands at NAS Patuxent River. Mentored and coordinated the efforts of seven engineers, reported on the Program status of all migration efforts associated with the NAVAIR and NAVSEA Commands across the United States, and all Naval and Marine Corp commands in Southern California, Florida, and Tennessee.

Beasley Enterprises

IT Manager

July 2000 - July 2001 (1 year 1 month)

Ahoskie, NC

As the IT Department Manager and member of the Executive Leadership team reporting directly to the CEO, my responsibilities included contributing in the creation and implementation of the company's general, grand, and functional strategies, developing technical strategies to improve customer service, and establishing a technical road map aligned with the company's long and short-term business objectives. My responsibilities also included developing and managing the IT departments' budget, establishing and managing internal and external business processes, creating and managing vendor relationships, establishing business contracts, managing project plans, and participating in conferences associated with technical changes in the Company's marketplace. I created a training department, help desk and network operations center, and hired the IT team, mentored employees

to support three subsidiary companies consisting of over 400 employees located in over 40 remote sites. I researched, designed, and implemented a multi-million dollar project for an integrated accounting and HR system with modules for Accounts Payable, Accounts Receivable, General Ledger, Asset Management, Time Management and reporting, and HR benefits with links into a Point-of-Sales (POS) system. I was responsible for the design and installation of the company's NT4.0 enterprise solution consisting of Proxy Server 2.0, IIS, DHCP, Wins, DNS, SMS 2.0, SQL 7.0 Database, Remedy, Novanet 8 Backup Library, Exchange Server 5.5, HP Open View, Crystal Reporting, Informix, People Soft, and Execuvision software, installed on Dell, HP, and IBM Servers. I was responsible for overseeing and participating in the installation and configuration of Cisco Routers, Cisco Hubs, 3Comm Hubs, 3Comm Switches, Cat-5 Cable, 3 T1's, PDI, Data Fire RAS Server, POS Systems, and a Frame Relay.

SOZA

LAN Administrator

July 1999 - July 2000 (1 year 1 month)

Fairfax, VA

Contractor - US Air Force Reserves in Milwaukee, WI - responsible for maintaining a Windows NT Domain, file Servers, DHCP servers, Network Printers, Exchange server, and installing SMS 2.0 Site Servers. Repair Desktop PC's, Servers, Routers, and Hubs, development of training courses for Microsoft Office products, managed the Accounting and Payroll department infrastructure, and designed, implemented, and maintained the commands' Intranet Web site.

Intel Corporation

Sr. Lab Technician

February 1997 - July 1999 (2 years 6 months)

Rio Rancho, NM

As a Level 3 Equipment Technician, I was responsible for maintaining the AMAT 5000 Tool Set using RF Tuning equipment, Calibrators, VAX/VMS software, and Optical measuring tools for angstrom level measurements. Provided Level 1 Operations, and Level 2 Equipment Peer Trainer, and designated as an Intel Certifier and Instructor for Intel Corp. Level 2 Equipment Courses

Continental Cablevision

Sr. Service Technician

January 1996 - February 1997 (1 year 2 months)

Jacksonville, Florida Area

As a Level 3 technician, I troubleshooted and repaired all cable and fiber signal and degradation between customers home and the companies Head-End using TDR's, FDR's, Oscilloscopes, and Multi-meter equipment, and installed new Cable Modems into customers PC's. Troubleshot and repaired any hardware or software configuration problems between the cable modem and the customers existing hardware/software. Troubleshot and repaired any signal loss problems in the fiber lines, amplifiers, or at the NOC. The network consisted of Sun Solaris and NT Servers. Duties also included the monitoring and troubleshooting of the WAN via HP Open view software.

US Navy

Aviation Electronic Technician

April 1988 - September 1995 (7 years 6 months)

Patuxent River, MD

As the Avionics Department Night Shift Supervisor, I was responsible for coordinating the repairs of over 30 Aircraft and managing a team of 30 Avionics, Ordnance, and Electrical technicians. I troubleshooted and repaired Avionics Equipment such as UHF/VHF, CMUX, Magnetic Tape Memory Units, Data Handling Units, HUD's, HF, APX-100, APX- 76, IIF, AI's, TACAN, Data Link, RADAR, DDC's, Infra Red, and various weapons systems on C2, P3 Orions, A3s, and the SH-60 Seahawk aircraft. I was the Avionics Department's Quality Assurance Representative (QAR), and the Squadron Maintenance Training Coordinator, responsible for the in class and hands on training of over 250 personnel.

Education

University of Phoenix

Master of Business Administration - MBA, Business Administration and Management, General · (2005 - 2008)

University of Phoenix

Bachelor of Science - BS, Information Technology · (2003 - 2005)

University of La Verne

Associate of Science - AS, Electrical and Electronics Engineering · (1993 - 1995)