Mark Gonzalez

Director of Information Technology (Active Secret Security Clearance)

| 878.201.4090 | MarkG@GlitchCommand.Dev | linkedin.com/in/markg6 |

Objective

Director-level IT leader with 10+ years of experience driving infrastructure, application, and cybersecurity initiatives across nonprofit, government, and enterprise sectors. Combines deep hands-on technical expertise with strategic leadership in project management, compliance, and operations. Adept at leading cross-functional teams, implementing process automation, and delivering scalable, secure solutions. Passionate about driving innovation through continuous integration, DevOps principles, and cloud-first architectures.

Education

CompTIA Security + ce
Issued by CompTIA | Exam Date: June 10, 2025
Valid Through: June 10, 2028

Community College of the Air Force
Whiteman AFB 2018-2025
Associate of Applied Science in Logistics

Purdue Global University
West Lafayette, IN 2019 - present
Associates/Bachelor of Applied Science in Cybersecurity

Key Skills

IT Operations & Infrastructure
Network Architecture
Budget Management
Security & Compliance

Systems Administration
Problem-Solving
Team Leadership and Coordination
Process Improvement

Work

Bench Technician
NuLife Computers – Jan 2014 – May 2018

Fuels Facilities Technician and Specialist
United States Air Force – May 2018 – Jul 2025

Skillbridge Participant w/ SAIC
United States Air Force – Apr 2025 – Jul 2025

Director of I.T.
Scissortail Fandoms Inc – 2020 - present

Achievements

- Innovator of the Year (2021)
- Two Air and Space Achievement Medals for deployments (2021, 2024)
- Welcome to ServiceNow Micro-Certification – Apr 2025
- ServiceNow Administration Fundamentals – May 2025

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Experience

Information Technology & Systems Administration

- 10+ years managing IT operations across enterprise, nonprofit, and military sectors
- Led administration and optimization of Windows Server, Microsoft 365, and VMware environments
- Engineered and secured LAN/WAN/VPN networks, including remote access and firewall systems
- Developed and executed disaster recovery and backup strategies for mission-critical systems
- Automated workflows and deployments via PowerShell, Bash, and Python scripting
- Applied hands-on development in HTML5, CSS, Python, C#, and C++ for internal tools and utilities
- Maintained system integrity through policy enforcement, hardening, and NIST-aligned maintenance protocols
- Collaborated with security teams to integrate identity and access management solutions, including Entra ID, MFA, and RBAC for least-privilege enforcement
- Piloted cloud migration initiatives and hybrid infrastructure designs to optimize cost, scalability, and resilience
- Mentored junior admins and developers, fostering a culture of continuous learning and technical excellence

Leadership & Project Management

- Oversaw IT operations and project delivery for civilian nonprofits and military units, balancing strategic planning with hands-on technical execution
- Designed and enforced IT policies, SOPs, and onboarding workflows for a nonprofit serving 100+ members, improving onboarding time and system reliability
- Implemented ticketing systems to streamline service operations, reducing response times and increasing staff accountability
- Led cross-functional teams through infrastructure upgrades including an 840,000-gallon fuel farm expansion that achieved $146K in cost savings
- Revitalized and modernized fuel truck winterization systems after 7 years of disuse, extending equipment lifespan and restoring mission readiness
- Conducted project planning, team coordination, and executive reporting to align IT initiatives with organizational goals

Service Operations & Maintenance

- Directed IT asset lifecycle management across five accounting lines, overseeing procurement, deployment, support, and decommissioning with full budget accountability
- Maintained internal service platforms and documentation portals using SharePoint, ensuring knowledge continuity and process transparency
- Executed security patching, update rollouts, and preventative maintenance in alignment with compliance frameworks (NIST, CMMC, HIPAA) Utilized Excel for detailed asset tracking, inventory control, and reporting
- Led detailed asset tracking, inventory audits, and reporting using Excel and custom automation to ensure accountability and cost control
- Delivered stable, cost-effective IT operations under tight budget constraints without compromising service quality
- Supported endpoint devices and critical infrastructure to meet SLA targets and maintain high system availability

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Backend Troubleshooting & Technical Research

- Led resolution of critical backend infrastructure issues in both shared hosting and self-managed environments, minimizing downtime and preserving service continuity
- Diagnosed complex problems spanning DNS, email deliverability, PHP, database integrity, and permission conflicts, driving root-cause analysis and permanent fixes
- Architected and optimized server configurations, htaccess rules, and SSL deployments to enhance security and performance under tight deadlines
- Synthesized vendor documentation, changelogs, and community knowledge to develop sustainable, scalable solutions aligned with organizational goals
- Leveraged technical documentation, changelogs, community forums, and vendor resources to develop sustainable solutions
- Improved system reliability and maintainability by implementing proactive monitoring, automation, and best practice standards
- Drove research and evaluation of infrastructure hardening techniques, automation frameworks, and open-source SaaS alternatives to inform strategic technology decisions

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Communication

Experienced in translating complex technical concepts into clear, actionable language tailored to diverse audiences, from executives to end users and technical teams. Skilled at fostering strong client relationships by actively listening, providing strategic guidance, and managing expectations to ensure alignment. Experienced in uniting diverse teams to drive timely issue resolution and project delivery. Proven ability to lead transparent, effective communication during high-pressure incidents, minimizing downtime and business impact through coordinated stakeholder engagement.

Problem Solving

Expert in analyzing and resolving high-severity IT and cybersecurity incidents using deep technical knowledge and critical thinking. Skilled at quickly diagnosing root causes, coordinating cross-functional teams, and delivering timely solutions that minimize disruption. Focused on continuous process improvement, system optimization, and security hardening to prevent recurrence. Balances immediate incident response with strategic planning to ensure long-term stability and service excellence, while maintaining clear stakeholder communication throughout.

Professional Development

Committed to continuous learning and staying current with evolving cybersecurity and IT trends. Engages in self-directed research, hands-on experimentation, and industry certifications to deepen expertise in SIEM, EDR, and infrastructure management. Focuses on applying emerging technologies and best practices to optimize operational efficiency and security posture. Dedicated to fostering innovation and leveraging up-to-date knowledge to solve complex challenges and enhance service delivery.