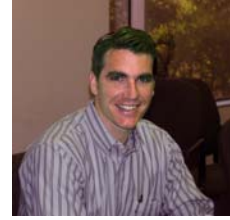# ROBERT K. HILTBRAND
CURRICULUM VITAE

CAREER SUMMARY

Enterprise information technology professional specializing in network infrastructure. More than seven years of systems administration and desktop management experience working with hardware, software, and web services in enterprise level Windows-based TCP/IP networks. More than seven years of intelligence expertise as an intelligence specialist in the United States Naval Reserves and holds a TS/SCI security clearance.

CIVILIAN PROFESSIONAL EXPERIENCE

National Oilwell (Houston-based global energy services corporation) | July 2001 to January 2006
Systems Administration | Special Projects
Responsible for supporting 500 employees spread across five facilities in the west Houston area for issues relating to mobile, desktop, and server platforms, hardware peripherals, software, and web technologies. Build & configure file & print and application servers, configure new user domain and email accounts, maintain & troubleshoot database server issues, and configure & maintain network print servers. Resolve LAN/WAN connectivity issues involving Cisco & Aurorean IPSEC VPN clients, CheckPoint SSL VPN clients, iPass remote connectivity software, Citrix Metaframe, terminal services, and dial-up networking. Created extensive technical documentation library. An important project completed while at National Oilwell included the migration of approximately 500 users from a Windows NT 4.0 domain to Windows 2003 Active Directory. The project covered designing the migration process and hiring & training 10 contractors to migrate the end users' network accounts, desktop profiles, and mailboxes using Active Directory tools. Another project involved the configuration & administration of GWI Software's c.Support web-based help desk application for 150 plus corporate engineering, SAP, and IT professionals spread across the globe. Besides setting up the software, I created technical documentation & trained the entire IT staff on how to utilize the application. Another project completed involved the configuration & deployment of the Cognos Finance financial application for desktop, web, and terminal services based client. Another project was the enterprise-wide roll out of multiple SAP front-end upgrades at 150 locations across the globe. A minor project completed involves the design and implementation of Microsoft's Windows Software Update Services (WSUS) patch management solution.

Covenant Technology Services (Professional services firm) | September 1999 to June 2001
Information Technology Consultant
Responsibilities focused on server, client, and local area network issues for Windows 9x/NT/2000 based TCP/IP networks. Client environments ranged from 5 to 500 end users and included a doctor's office, an architectural firm, a consulting group, an engineering services company, executive suites, a law firm, a private elementary/middle school, a brokerage house, churches, and non-profits entities. Provided professional advice to clients regarding strategic budgeting and planning for business-related technology goals. Additional responsibilities included technical document writing for client networks, sales development work, writing articles for client-focused firm newsletter, and drafting bids for online B2B Internet commerce site.

City of Houston Legal Department (Municipal legal department) | June 1995 to September 1999
Legal Assistant
Responsibilities included investigating citizen complaints, legal research & document drafting, filing with State & Federal courts, answering citizen telephone hotline, and appearing in court. Received the Legal Department's *Most Innovative Award* in 1996 for developing the Deed Restriction Enforcement Team's citizen complaint tracking database. Database Administrator duties included construction & maintenance of multiple flat-file databases.

FORMAL EDUCATION

Master of Science in Technology Project Management | Information Systems Security
December 2006 (Projected graduation date) | University of Houston's College of Technology
Curriculum focuses on assessing the security needs of Unix/Linux, Novell, and Windows-based networked information systems and the management & implementation of enterprise security solutions. The University of Houston is designated by the National Security Agency's (NSA) Committee on National Security Systems (CNSS) as a national information assurance education & training program institution for National Information Assurance Training Standards for Information Systems Security Officers (CNSS Instruction 4014) and National Training Standards for Information Systems Security (INFOSEC) Professionals (CNSS Instruction 4011).

Associate of Applied Science in Computer Science Technology | Honors Graduate
August 2002 | Houston Community College
Curriculum focused on technical issues, marketing, problem classification, client conflict resolution, technology management, and communication skills. Course work included Windows & Novell network operating systems, Web Design, and Technical Writing.

Bachelor of Science in Applied Sociology
December 1992 | Southwest Texas State University (San Marcos TX)
Majored in Business Sociology with a focus on group behaviors in large organizations. Minored in Business Administration with course work in Management, Accounting, Finance, Management Information Systems, and Small Business Computer Systems.

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Houston, Texas

ROBERT K. HILTBRAND
CURRICULUM VITAE

CERTIFICATIONS

CompTIA Network Plus (Exam N10-001) network support & administration certification | July 2001
The Network Plus certification validates technical competency in networking administration & support and demonstrate critical knowledge of media & topologies, protocols & standards, network implementation & network support.

Paralegal Certificate | Southwestern Paralegal Institute (Houston, Texas) | September 1994
Curriculum focused on legal research, legal writing, and document drafting & filing.

MILITARY SERVICE

United States Naval Reserves | March 1998 to March 2006
Intelligence Specialist / Petty Officer 2nd Class | TS/SCI Security Clearance (Current)
Duties include analyzing intelligence information, identifying & producing intelligence from raw information, assembling & analyzing multi-source operational intelligence, and preparing & presenting intelligence briefings.

Duty Stations & Units:
Naval Air Station Dallas
Naval Air Station Joint Reserve Base Fort Worth
Joint Intelligence Center Pacific 1070
Served as an Intelligence Analyst within the Modern Integrated Database (MIDB) division of the Production Department responsible for intelligence production. Work Center Supervisor (supervise and direct 10 enlisted personnel) and Training Petty Officer for the Unit (responsible for managing the training program for 35 enlisted personnel).

NAVAL TRAINING SHOOLS | GENERAL MILITARY TRAINING
- *National Security Agency (NSA) Open Source Information System (OSIS) Train-the-Trainer Course*, NAS/JRB Fort Worth, July 2004
- *Second Class Petty Officer Leadership Training Course*, NAVMARCORESCEN San Antonio, June 2003
- *Basic Reserve Intelligence Training (BRIT) Program*, NAS/JRB Fort Worth, June 1998 through May 2000
- *Intelligence Specialist "A" School*, NMITC Dam Neck, Virginia, April 2000
- *Basic Shipboard Firefighting School*, Delgado Community College Fire School, New Orleans, Louisiana December 1998
- *Advanced Pay Grade Indoctrination School*, NAVMARCORESCEN Gulfport, Mississippi, December 1998

VIRTUAL & CORRESPONDENCE COURSEWORK
- *Defense In Depth* (Information Assurance), August 2005
- *Information Operations Fundamentals* (Information Assurance), August 2005
- *Iran* (Geopolitical), June 2005
- *Liberia* (Geopolitical), June 2005
- *Active Defense* (Information Assurance), June 2005
- *Computer Network Defense* (Information Assurance), June 2005
- *DoD Information Assurance Awareness* (Information Assurance), June 2005
- *Navy Reserve Constraints* (General Military), June 2005
- *Counterterrorism Analyst Course* (Joint Intelligence Virtual University), June 2005
- *Basic Military Requirements* (General Military), November 2001
- *Military Requirements for Petty Officer Third Class* (General Military), November 2001
- *Intelligence Specialist 3 & 2* (General Military), January 2000
- *Seaman* (General Military), January 1999

SERVICE RIBBONS AND AWARDS

Awards:
- *Sailor of the Quarter* – First Quarter Calendar Year 2003 (Letter of Commendation)

Ribbons:
- *Global War on Terror - Service*
- *Joint Meritorious Unit Award*
- *Meritorious Unit Commendation*
- *Naval Reserve Meritorious Service*
- *National Defense Service*
- *Rifleman with Expert*
- *Pistol Shot with Expert*

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