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U.S. ARMY VETERAN · ENDPOINT MANAGEMENT · IDENTITY & ACCESS · SECURITY OPERATIONS · ENTERPRISE



Cori Walker

// IT & Cybersecurity Professional · CompTIA CySA+ · CompTIA Security+ · Microsoft Intune · Entra ID · System Administration

U.S. Army veteran and IT/cybersecurity professional with 10+ years supporting enterprise environments across education, healthcare, government, and defense. Background includes system administration, endpoint management, Microsoft Intune, Entra ID, and security operations. Holder-asserted CompTIA CySA+ and Security+.

10+ Years Experience | 54,000+ Users Supported | Education · Healthcare · Government · Defense | CySA+ · Security+ | Intune · Entra ID · Active Directory

OPENNESS	Open to roles
PATHLOCK	Not connected
STATUS	Best aligned for endpoint management, system administration, technical support, IAM support, security operations, and regulated enterprise IT roles
FOCUS	Microsoft Intune, Microsoft Entra ID, Active Directory, Windows environments, account lifecycle support, incident response, and enterprise troubleshooting
CERTS	CompTIA CySA+ · CompTIA Security+
PUBLIC PROFILE	pathproof.accumentum.net/p/cori-walker

01 By the Numbers

10+
Years in IT Support
Professional experience spans enterprise support, system administration, endpoint operations, secure access support, and security-aligned troubleshooting across multiple sectors.

54,000+
Personnel Supported
Provided remote technical support at scale in a high-volume environment serving a large user population with disciplined ticket handling and issue resolution.

8
Years of Military Service
Served in the U.S. Army in a technology-focused role that strengthened leadership, process discipline, operational accountability, and customer support under pressure.

4
Sectors Supported
Experience includes education, healthcare, government, and defense environments where uptime, compliance, documentation, and service quality all matter.

02 Highlights

EDUCATION IT · ENDPOINT SUPPORT · IDENTITY MANAGEMENT

Supports Large-Scale School Technology Operations

At Fulton County Schools, Cori provides enterprise-level support across a distributed educational environment, handling endpoint troubleshooting, device lifecycle support, account access needs, and secure identity management through Microsoft Entra ID.

Entra ID · Endpoint Support · Device Lifecycle · Education IT

HEALTHCARE SUPPORT · TIER III TROUBLESHOOTING · REMOTE USERS

Delivered Advanced Support in a Mission-Critical Healthcare Environment

While supporting Henry Schein One, he resolved complex Tier III issues involving operating systems, applications, remote connectivity, and user access while helping maintain uptime and service continuity for a distributed workforce.

Tier III Support · Remote Systems · Healthcare IT · Service Continuity

GOVERNMENT IT · HYBRID INFRASTRUCTURE · SYSTEM ADMINISTRATION

Maintained Secure Server and Hybrid Environment Operations

At General Dynamics Information Technology, Cori supported Windows Server administration, Active Directory, Group Policy, DNS, DHCP, WSUS, Hyper-V, and automated patching workflows within cloud and hybrid environments that required structured security controls.

Windows Server · Active Directory · Hybrid Infrastructure · WSUS

MILITARY IT · LEADERSHIP · SECURITY-FOCUSED OPERATIONS

Built a Foundation of Discipline, Support, and Technical Accountability

His U.S. Army service included user account support, PowerShell-based configuration, mobile device setup, COMSEC support, VTC coordination, troubleshooting, and direct supervision of personnel in high-accountability environments.

Army Veteran · PowerShell · COMSEC · Operational Discipline

03 Experience

FULTON COUNTY SCHOOLS · ATLANTA, GEORGIA · ENDPOINT SUPPORT · IDENTITY MANAGEMENT · EDUCATION IT — Jul 2025 — Present

Technology Support Specialist III

- Supports and maintains computer systems, applications, audio/visual equipment, and peripherals while installing, diagnosing, repairing, maintaining, and upgrading hardware and software to ensure optimal performance.
- Provides enterprise-level support in a distributed educational environment serving students, faculty, staff, and administrative systems.
- Assists with testing, packaging, installation, and deployment of district-approved software and images across servers and workstations.
- Manages user accounts, groups, and access policies through Microsoft Entra ID to support secure identity lifecycle management and role-based access control.

HENRY SCHEIN ONE · UNITED STATES · ADVANCED TECHNICAL SUPPORT · HEALTHCARE IT · REMOTE SYSTEMS — Nov 2024 — Jun 2025

Technical Support Specialist III

- Delivered advanced technical support in a healthcare-focused enterprise environment supporting mission-critical systems and remote users nationwide.
- Resolved complex Tier III issues involving operating systems, applications, and user access.
- Installed operating systems on new computers and configured systems to meet user requirements.
- Diagnosed and resolved remote hardware, network, and software issues across distributed environments to minimize downtime and maintain service availability.

GENERAL DYNAMICS INFORMATION TECHNOLOGY · ATLANTA, GEORGIA · SYSTEM ADMINISTRATION · CLOUD/HYBRID SUPPORT · INFRASTRUCTURE

Jun 2024 — Nov 2024

System Administrator

- Provided Tier II and Tier III support in cloud and hybrid infrastructures, resolving escalated incidents and helping maintain availability across virtual machines, storage, and network services.
- Configured, implemented, and maintained Windows Server services including DNS, DHCP, Active Directory, Group Policy, WSUS, and Hyper-V.
- Executed automated installation, upgrade, and patching workflows for Unix and Windows systems in cloud-based environments.
- Diagnosed and resolved issues to support continuous delivery, stable operations, and secure systems administration practices.

GENERAL DYNAMICS INFORMATION TECHNOLOGY · AUGUSTA, GEORGIA · DOD SUPPORT · ACCOUNT ADMINISTRATION · ENTERPRISE HELP DESK

Oct 2022 — May 2024

Help Desk Technician

- Supported end users with issues related to specialized DoD software systems and applications through phone, email, chat, web forms, and other support channels.
- Applied advanced troubleshooting, issue isolation, and diagnostic techniques to identify problems, recommend solutions, and escalate tickets according to defined procedures.
- Supported NIPR, SIPR, and JWICS administration, processed SAARs, created network accounts, pushed Group Policies, and managed security groups.
- Completed system lifecycle activities including deployment, maintenance, retirement, software configuration, SCCM-based ticket resolution, and documentation development.

TMR, INC. · REMOTE · REMOTE SUPPORT · ACTIVE DIRECTORY · HIGH-VOLUME SERVICE DESK

Mar 2022 — Oct 2022

Remote Help Desk Technician

- Provided technical support and troubleshooting to network, desktop, and systems hardware and software for more than 54,000 personnel.
- Handled a high volume of phone calls, emails, and online chat support while resolving user issues efficiently and professionally.
- Resolved and escalated trouble tickets using the BMC Remedy ticketing system.
- Managed user accounts in Active Directory, supported password resets, used Remote Desktop Connection for troubleshooting, and guided users on IT best practices.

UNITED STATES ARMY · UNITED STATES · MILITARY IT · LEADERSHIP · TECHNICAL OPERATIONS

Jul 2014 — Aug 2022

Information Technology Specialist

- Evaluated issues involving applications, workstations, and network components to support users and manage technical problems.
- Used PowerShell scripts to configure user devices, reviewed and created user accounts, and managed systems within Active Directory organizational units.
- Developed short- and long-term training plans, trained personnel on standard operating procedures, and supervised staff in support of DoD operations.
- Led COMSEC equipment updates and installations, managed mobile devices, supported VTC meetings, and resolved trouble tickets through BMC Remedy and ServiceNow.

04 Credentials & Qualifications

Vendor certifications are holder-asserted unless a live issuer check succeeded

ENDPOINT & IDENTITY

Microsoft Intune, Entra ID, IAM, Device Lifecycle Support

Hands-on experience supporting endpoint environments, secure user access, account management, and role-based access practices across enterprise and education settings.

CORE CERTIFICATIONS

CompTIA CySA+ · CompTIA Security+

Active certifications reinforce Cori's grounding in cybersecurity analysis, threat awareness, security operations, and security-first thinking across technical support and infrastructure roles.

SYSTEMS ADMINISTRATION

Windows Server, Active Directory, DNS, DHCP, WSUS, Hyper-V

Experience includes server administration, automated patching, policy enforcement, account support, and day-to-day maintenance in structured government and hybrid infrastructure environments.

SUPPORT PLATFORMS

ServiceNow, BMC Remedy, SCCM, Citrix, VMware, PowerShell

Comfortable across enterprise support tooling, ticketing systems, virtualization platforms, remote troubleshooting workflows, and scripted support activities.

CySA+ · CompTIA	Holder-asserted
Security+ · CompTIA	Holder-asserted

05 Technical Skills

// ENDPOINT, ACCESS & USER SUPPORT

Endpoint Management	Advanced · 92
Microsoft Entra ID	Advanced · 90
User Account Support	Core · 95
Device Lifecycle Management	Strong · 88

// SYSTEMS, INFRASTRUCTURE & ADMINISTRATION

Windows Server / Active Directory	Advanced · 90
DNS / DHCP / Group Policy	Strong · 86
Hyper-V / Virtualization	Strong · 82
Windows / Linux / Mac	Advanced · 89

// SECURITY OPERATIONS & COMPLIANCE

Incident Response Support	Strong · 84
Security Monitoring Awareness	Strong · 82
Access Control / IAM	Advanced · 88
Regulated Environment Support	Core · 91

// TOOLS, PLATFORMS & WORKFLOW

ServiceNow / BMC Remedy	Advanced · 90
SCCM	Strong · 80
PowerShell	Strong · 83
Citrix / VMware	Strong · 81

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06 Let’s Put Cori To Work

Best aligned for endpoint support, system administration, IAM support, enterprise help desk leadership, regulated-environment IT operations, and cybersecurity-adjacent roles that require disciplined execution, customer-focused troubleshooting, and strong technical accountability.

07 Education

ACCUMENTUM®

CompTIA CySA+

Cybersecurity Analyst training reinforces Cori’s foundation in security operations, threat analysis, incident response awareness, and defensive security thinking across enterprise environments.

ACCUMENTUM®

CompTIA Security+

Security+ training strengthens core knowledge in security principles, access control, risk awareness, secure system support, and foundational cybersecurity practices.

U.S. ARMY

Technical Operations, Leadership & Mission Support Development

Military service developed a durable foundation in procedural discipline, technical troubleshooting, team leadership, secure operations, and performance in high-accountability environments.

ONGOING DEVELOPMENT

Continued Cybersecurity Education

LinkedIn reflects continued pursuit of additional certifications and formal cybersecurity education, supporting long-term growth in security-focused and infrastructure-aligned roles.

PathPay funds the path. PathPass gets you through the exam. PathLock keeps the letters. PathProof shows the work.

Accumentum confirms the training and practical work completed with us. Certifications are listed by the professional, and many can be checked with the issuing organization in one click.

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