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TS/SCI CLEARED · SYSTEM ADMINISTRATION · CYBERSECURITY · DOD OPERATIONS LEADERSHIP

Erica Mays

// Senior IT Leader · System Administrator · Information Assurance · Mission-Critical Communications Support

Operational IT leader with 20+ years delivering mission-critical technology, cybersecurity, communications, and enterprise support across DoD and classified environments. Experience spans system administration, information assurance, and communications planning. Active TS/SCI. Holder-asserted CISSP, Security+, Network+, CCNA, and PMP.

20+ Years Experience | TS/SCI Clearance | 100+ Personnel Led | $300M+ Assets Oversight | CISSP · Security+ · CCNA

OPENNESS	Open to roles
PATHLOCK	Not connected
STATUS	Best aligned for senior IT leadership, system administration, cybersecurity operations, network operations, executive technical support, and communications planning roles
CLEARANCE	Active Top Secret / SCI
FOCUS	Executive support, secure communications, enterprise systems administration, cyber training, information assurance, and operational planning
PUBLIC PROFILE	pathproof.accumentum.net/p/erica-mays

01 By the Numbers

20+
Years of IT Leadership
Career experience spans system administration, information assurance, communications support, program management, logistics, training, and operational leadership.

100+
Personnel Leadership
Demonstrated ability to lead, manage, mentor, and coordinate large teams across military, civilian, contractor, and multi-stakeholder environments.

$300M+
Assets Managed
Oversaw personnel and communications equipment valued above $300 million while supporting strategic-to-tactical network operations in Europe.

41,000
Enterprise Users Supported
Helped direct enterprise control center operations supporting real-time IT services for an estimated 41,000 users in the U.S. Army European network.

02 Highlights

EXECUTIVE SUPPORT · CLASSIFIED ENVIRONMENTS · MISSION CONTINUITY

Supported Senior Defense Leadership at the Pentagon

Provides high-level Tier 2 technical support to the Secretary of Defense and OSD personnel, sustaining 24/7 IT operations across desktop, mobility, VTC, NOC, travel, residential, and telephone services on classified and unclassified networks.

Executive IT Support · NIPR / SIPR · VTC Systems · 24/7 Operations

ENTERPRISE OPERATIONS · THEATER NETWORKS · INFORMATION ASSURANCE

Directed High-Scale Network Operations in Europe

Led large-scale theater communications and network operations supporting USAREUR/7th Army, EUCOM, AFRICOM, and NATO partners while supervising personnel, contractors, and communications assets exceeding $300 million.

Theater Operations · Information Assurance · NATO Support · $300M+ Assets

TEAM LEADERSHIP · CONTROL CENTER OPERATIONS · ENTERPRISE SERVICES

Managed Enterprise Services for 41,000 Users

Supervised and mentored 34 IT professionals in a split-base enterprise control center responsible for real-time operations and maintenance of critical client/server infrastructure across the Army European network.

34 IT Professionals · 41,000 Users · Active Directory · Enterprise Email

TRAINING · PLANNING · OPERATIONAL KNOWLEDGE MANAGEMENT

Bridged Operations, Training, and Redeployment Planning

Led communication planning for recurring TRADOC courses across the Pacific, directed cyber awareness and automation support, and previously coordinated long-term data redeployment and historical knowledge capture for NATO ISAF Headquarters.

Cyber Training · TRADOC Support · Operational Planning · Knowledge Capture

03 Experience

SECRETARY OF WAR COMMUNICATIONS · PENTAGON, WASHINGTON, DC · EXECUTIVE IT SUPPORT · CLASSIFIED OPERATIONS — Sep 2022 — Present

System Admin

- Provides high-level Tier 2 technical support to the Secretary of Defense and OSD personnel in a mission-critical environment.
- Supports 24/7 operations across desktop, mobility, residential, travel, VTC conference room setup, NOC operations, and telephone services on both unclassified and classified networks.
- Applies technical expertise across VTC systems including TMS, CODEC, MCU, and CMS while maintaining secure communications for executive operations.
- Supports executive travel by configuring and troubleshooting mobile and remote access technologies to maintain uninterrupted global connectivity.
- Administers secure systems in classified environments and collaborates with cross-functional teams to rapidly resolve incidents and minimize disruptions.
- Manages AV and IT infrastructure in high-profile conference rooms for secure briefings and executive communications.

U.S. ARMY RESERVES, 9TH MISSION SUPPORT COMMAND, 4960TH MULTI FUNCTION TASK BRIGADE · FORT SHAFTER FLATS, HI · TRAINING SUPPORT · PLANNING · ARMY RESERVE LEADERSHIP

Jul 2015 — Present

Instructor / Staff Officer

- Leads senior NCOs and task teams in planning and coordination with higher and lower headquarters for communications support to recurring TRADOC courses.
- Executes cyber awareness training and directs automation support to ongoing courses throughout the Pacific.
- Supports mission readiness by integrating communications infrastructure, planning discipline, and personnel coordination across distributed training environments.

U.S. ARMY, U.S. ARMY PACIFIC (USARPAC) G2 · FORT SHAFTER, HI · ENTERPRISE SERVICES · SECURITY · JIIM OPERATIONS

Jun 2014 — Jun 2015

System Administrator

- Led a team of three Soldiers and one civilian delivering information services and network security to mission-critical areas across the USARPAC G2 enterprise consisting of nine divisions.
- Developed plans and guidance for automation, operations, network and spectrum management, information security, and cyber training.
- Planned and managed the integration of diverse enterprise services to ensure seamless operations in a Joint, Interagency, Intergovernmental, and Multinational environment.

U.S. ARMY, 25TH INFANTRY DIVISION COMBAT AVIATION BRIGADE · WHEELER ARMY AIR BASE, HI · BRIGADE COMMUNICATIONS · AUTOMATION LEADERSHIP

May 2013 — May 2014

Brigade Automation Management Officer

- Led and supervised a brigade staff team of 15 Soldiers providing communications support to a Combat Aviation Brigade consisting of four aviation battalions, one aviation support battalion, 119 aircraft, and 2,545 personnel.
- Supervised the integration and maintenance of secure and non-secure digital user systems, Army Battle Command Systems, VTC platforms, local area networks, and collaborative web-based tools.
- Ensured reliable mission-ready communications support for aviation and brigade-level operations.

U.S. ARMY · KABUL, AFGHANISTAN · REDEPLOYMENT PLANNING · NATO COORDINATION

Jul 2012 — Apr 2013

Data Redeployment Chief

- Directed data redeployment efforts under the Directorate of Staff at NATO ISAF Headquarters.
- Coordinated communications retrograde planning with NATO ISAF Headquarters, Supreme Headquarters Allied Powers Europe, Allied Command Transformation, Joint Forces Command, and ISAF archivists.
- Developed sustainable efforts for capturing structured data, operational knowledge, and historical records originating from U.S. Combatant Commands and coalition forces during operational rotations.
- Represented Directorate of Staff leadership at multiple operational planning teams and campaign planning forums.

U.S. ARMY, 5TH SIGNAL COMMAND ETNOSC · MANNHEIM, GERMANY · ENTERPRISE CONTROL · REAL-TIME OPERATIONS

Oct 2011 — Jul 2012

Deputy Director, Enterprise Control Center

- Supervised, managed, and mentored 34 IT professionals including government personnel and contractors as Deputy of the Enterprise Control Center.
- Directed split-base operations related to real-time management and maintenance of major client/server IT hardware and software supporting an estimated 41,000 users.
- Oversaw NIPR and SIPR Active Directory, Enterprise Email, and NIPR Blackberry server services across the Army European network infrastructure.

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U.S. ARMY, 5TH SIGNAL COMMAND · MANNHEIM, GERMANY · THEATER NETWORK OPERATIONS · INFORMATION ASSURANCE

Oct 2010 — Oct 2011

Information Systems Management Officer

- Led one warrant officer, 16 NCOs, 89 civilians, 13 local national employees, 28 contractors, and communications equipment valued at more than $300 million.
- Served as Information Assurance / Operations Officer for Theater Network Operations and Security Center operations supporting the European communications network.
- Supervised operations and maintenance of strategic-to-tactical communications supporting USAREUR/7th Army, EUCOM, AFRICOM, and NATO partners.
- Managed unclassified and secure local and wide area networks, voice, transmission, data systems, network encryption, and synchronized network operations.

U.S. ARMY · FORT CAMPBELL, KY · COMMAND LEADERSHIP · READINESS · SIGNAL SUPPORT

Aug 2008 — Jan 2010

Company Commander

- Commanded a 60-Soldier Air Assault Signal Support Company in support of Operation Enduring Freedom.
- Maintained responsibility for all aspects of operations, training, maintenance, and deployment readiness in support of brigade combat team signal missions.
- Oversaw health, welfare, readiness, and quality of life for Soldiers and their families while developing a cohesive, highly capable organization.
- Maintained accountability for 39 vehicles, trailers, generators, two Joint Network Nodes, and associated enablers valued in excess of $15 million.

04 Credentials & Qualifications

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

CLEARANCE

Top Secret / SCI Clearance

Trusted to operate in classified environments requiring strict access control, secure communications handling, and mission-critical continuity.

PROFESSIONAL DEVELOPMENT

Project Management Professional (PMP)

LinkedIn reflects PMP-related study through Accumentum®, reinforcing Erica's leadership across operations, planning, coordination, and complex execution environments.

CYBERSECURITY & INFRASTRUCTURE

CISSP, Security+, Network+, CCNA

Certification and training background supports expertise in cybersecurity, secure systems administration, network operations, information assurance, and mission-focused technical leadership.

ADDITIONAL TECHNICAL TRAINING

VMware vSphere, SharePoint, ISSEP, Microsoft System Administration

Technical development also includes Lean Six Sigma, Battle Staff Operators Course, IPv6, and advanced systems and information security training.

CISSP · ISC2	Holder-asserted
Security+ · CompTIA	Holder-asserted
Network+ · CompTIA	Holder-asserted

CCNA · Cisco — Holder-asserted

PMP · PMI — Holder-asserted

05 Technical Skills

// SYSTEMS & SECURITY

- System Administration — Core · 96
- Information Assurance — Advanced · 92
- Cybersecurity Operations — Advanced · 91
- Network Administration — Strong · 89

// COMMUNICATIONS & SUPPORT

- Executive Technical Support — Core · 95
- VTC / AV Infrastructure — Advanced · 90
- NIPR / SIPR Operations — Advanced · 92
- Incident Response Coordination — Strong · 87

// LEADERSHIP & PLANNING

- Team Leadership — Core · 96
- Program / Project Management — Advanced · 90
- Operational Planning — Advanced · 91
- Training Management — Strong · 88

// COLLABORATION & DELIVERY

- System Integration — Advanced · 89
- Communications Planning — Advanced · 90
- Cross-Functional Coordination — Core · 93
- Briefing & Presentation — Strong · 86

06 Let's Put Erica To Work

Best aligned for senior system administration, executive IT support, cybersecurity operations, network operations, enterprise communications, information assurance, training support, and mission-critical leadership roles across defense, government, and other secure environments.

07 Education

ACCUMENTUM®

Project Management Professional (PMP)

LinkedIn reflects PMP-related study through Accumentum®, complementing Erica's long-standing leadership across enterprise operations, planning, and mission execution.

ACADEMIC FOUNDATION

Bachelor of Science in Computer Science

Formal education in computer science supports Erica's depth in systems administration, technical operations, network environments, and secure communications support.

MILITARY EDUCATION

U.S. Army Information Systems Management Officer Course

Advanced military education reinforces leadership in information systems operations, communications planning, security, and organizational technology management.

PROFESSIONAL RECOGNITION

Military Awards & Leadership Record

Career accomplishments include the Meritorious Service Medal, Joint Service Commendation Medal, Army Commendation Medal, NATO Medal, and additional service recognition tied to operational excellence and mission support.

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