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QA LEADERSHIP · SYSTEMS ENGINEERING · CYBERSECURITY · FEDERAL & MILITARY IT OPERATIONS



Mario Mayorga

// TS/SCI CI Poly Cleared QA Manager · Systems Engineer · Network & Windows Infrastructure Specialist

IT leader with 14+ years delivering mission-critical solutions across federal, military, and classified environments. Background spans QA management, systems engineering, network administration, Tier III support, and ITSM. Active TS/SCI with CI Polygraph. Holder-asserted Security+ CE and PMP.

14+ Years Experience | 90% Test Efficiency Gain | TS/SCI CI Poly | Security+ CE

Jira · Confluence · Active Directory

OPENNESS	Open to roles
PATHLOCK	Not connected
STATUS	Best aligned for QA leadership, systems engineering, ITSM, cybersecurity operations, Windows infrastructure, and federal technical support roles
CLEARANCE	Active TS/SCI with CI Polygraph
FOCUS	Test strategy, automation, vulnerability remediation, Windows systems administration, enterprise support, and mission-critical service delivery
CORE TOOLS	Remedy, SPECTRUM, Active Directory, Jira, Confluence, TestRail, SCSM, SCCM, SolarWinds, DNS, DHCP
PUBLIC PROFILE	pathproof.accumentum.net/p/mario-mayorga

01 By the Numbers

14+

Years of Technical Leadership

Career history spans QA management, systems engineering, enterprise support, network operations, Windows administration, and cybersecurity-driven mission support.

90%

Test Efficiency Improvement

Built testing strategies, automation frameworks, and CI/CD processes that significantly accelerated QA execution and release readiness.

20+

Servers Managed

Administered Windows Server environments supporting System Center Service Manager across classified networks while maintaining patching, uptime, and automation.

1,000+

Tickets Resolved

Personally processed and resolved over 1,000 network and support issues while supervising thousands more in operational military environments.

02 Highlights

QA LEADERSHIP · AUTOMATION · DELIVERY EXCELLENCE

Led High-Impact QA for Energy.gov

Directed an 8-person QA team supporting the Energy.gov site redesign, overseeing manual and automated testing, improving release discipline, and helping deliver a successful launch for a high-visibility federal platform.

QA Leadership · Automation · Release Quality · Stakeholder Demos

CI/CD · SECURITY TESTING · RELIABILITY

Improved Test Efficiency by 90%

Designed and implemented test strategies, automation frameworks, and CI/CD pipelines while introducing performance and security testing protocols that improved efficiency and uncovered critical vulnerabilities.

CI/CD · Security Testing · Performance Testing · TestRail / Jira

SYSTEMS ENGINEERING · HARDENING · VULNERABILITY REMEDIATION

Strengthened Cyber Posture in Hardened Environments

Installed, configured, and validated Ageon ISR in Microsoft Server 2016 environments, remediated ACAS findings, and verified application behavior against hardened Windows baselines to reduce risk and maintain delivery quality.

Windows Server · ACAS Remediation · Validation Testing · Hardened Systems

NETWORK OPERATIONS · ENTERPRISE SUPPORT · MISSION CONTINUITY

Restored and Sustained Critical Connectivity

Supported LAN, CAN, and FAN environments across military areas of responsibility, resolved more than 1,000 tickets, supervised 2,800+ more, and restored connectivity through hands-on fiber, switching, and network troubleshooting.

NIPR / SIPR · Cisco Switching · Fiber / CAT6 · Trouble Ticket Ops

03 Experience

ACCENTURE FEDERAL SERVICES · SUPPORTING DEPARTMENT OF ENERGY · QA LEADERSHIP · FEDERAL WEB DELIVERY

Oct 2023 — Present

QA Manager

- Led a QA team of 8 members through manual and automated testing efforts supporting the successful Energy.gov site redesign launch.
- Hired, trained, and mentored a high-performing QA team, improving productivity, engagement, and execution consistency.
- Designed and implemented test strategies, automation frameworks, and CI/CD pipelines that improved test efficiency by 90%.
- Introduced performance and security testing approaches that identified critical vulnerabilities and improved platform reliability.
- Optimized Jira and TestRail workflows for stronger test case execution, defect tracking, and quality reporting.
- Collaborated with stakeholders throughout the SDLC and demonstrated features and applications to internal leadership and government stakeholders.

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ACCENTURE FEDERAL SERVICES · SUPPORTING NVESD · SYSTEMS ENGINEERING · SECURE ENVIRONMENTS

Sep 2018 — Sep 2023

Systems Engineer

- Installed, configured, and tested Ageon ISR across internal, customer integration, and test environments running Microsoft Server 2016.
- Patched systems and remediated ACAS findings to improve cyber posture and reduce vulnerabilities.
- Tested Ageon against Windows hardened systems to verify expected functionality and eliminate unintended results.
- Used Jira to manage issues, bug reporting, and feature implementation while supporting software delivery quality.
- Built a Confluence knowledge base containing troubleshooting guides, installation procedures, system requirements, and quick reference documentation.
- Wrote and executed test procedures, documented defects, supported customer demonstrations, and worked closely with cross-functional teams throughout the SDLC.

FIVE RIVERS SERVICES / LYNX NET · SUPPORTING INSCOM · SYSTEMS ADMINISTRATION · ITSM

Sep 2016 — Aug 2018

Systems Administrator III

- Provided advanced support and customization for System Center Service Manager to meet mission requirements across different classification networks.
- Managed more than 20 Windows servers hosting the Service Manager suite, ensuring vulnerabilities, patching, and automations remained current and operational.
- Conducted requirements gathering with process owners to configure services aligned to mission goals and user experience needs.
- Administered Active Directory users, groups, computers, Group Policy, virtual machines, snapshots, and domain controllers at enterprise scale.
- Reviewed security and application logs, supported change requests, and managed patch planning for improved compliance and availability.
- Performed DNS, DHCP, Windows Server, Dameware, and RDS support activities to resolve escalated Tier III issues.

UNITED STATES ARMY EUROPE · NETWORK OPERATIONS · ARMY ENTERPRISE SUPPORT

Jul 2014 — Aug 2016

Network Analyst

- Oversaw LAN, CAN, and FAN network management, technical operations, installations, repairs, and architecture modifications using NSS Remedy and SPECTRUM.
- Supported NIPR/SIPR network architecture implementation and modification while maintaining minimal downtime and positive customer outcomes.
- Maintained DoD baseline configurations and performed QA/QC procedures to ensure operability, efficiency, and networking standards compliance.
- Resolved critical connectivity issues, restored network availability, and personally processed over 1,000 trouble tickets while supervising over 2,800 more.
- Conducted inventory audits of more than 200 hardware and software assets and contributed to enterprise management architecture diagrams across three security enclaves.
- Tested GOTS and COTS products for integration, interoperability, and runtime compliance while providing configuration guidance to system administrators.

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UNITED STATES ARMY EUROPE · TIER II SUPPORT · SECURITY OPERATIONS

Jul 2012 — Jun 2014

Tier II Customer Support Technician

- Managed BMC/NSS Remedy ticket activity, performed Active Directory administration, and supported enterprise procedures and standards development.
- Executed diagnostics, troubleshooting, backup and recovery, USMT migrations, and workstation reimaging using SCCM.
- Installed and tested Cisco switches, reconfigured network devices, rebuilt fiber and CAT6 connections, and created a network tunnel between partner and U.S. military networks.
- Implemented BitLocker on more than 1,000 systems to strengthen endpoint data protection.
- Single-handedly reimaged over 190 computers with zero data loss during lifecycle replacement efforts.
- Trained 7 personnel in Security+ concepts, improving unit DoD 8570 compliance from 33% to 83%.

UNITED STATES ARMY · NETWORK & SYSTEMS ADMINISTRATION

May 2009 — Jun 2012

Network and Systems Administrator

- Analyzed, installed, modified, and designed information technology networks and systems supporting operational missions.
- Installed CAT6 and fiber optic infrastructure, delivered VoIP telephony services, and provided diagnostics, backup, and troubleshooting support.
- Managed network devices with SNMP and SolarWinds and administered Active Directory users and computer objects.
- Led network, hardware, and software projects to support IAVA-compliant information systems and prepared technical documentation to agency and command standards.
- Established secure voice and data networks at an Iraqi oil refinery, helping increase productivity from 43% to 87% through better IP schemes and redundancy planning.
- Supported 400+ users and expanded infrastructure across four buildings through large-scale fiber, CAT6, switch, and Cisco IP phone deployments.

T-MOBILE (FRANCHISE) · LOCAL IT SUPPORT · ENDPOINT ADMINISTRATION

Nov 2006 — Apr 2009

Local IT Support

- Administered a local area network, baselined Windows XP computers, and managed routers and hubs supporting office growth.
- Administered user accounts and shared folder permissions while reinforcing separation of duties and access control.
- Maintained patching levels, antivirus definitions, and endpoint readiness across the local environment.

04 Credentials & Qualifications

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

CLEARANCE

TS/SCI with CI Polygraph

Trusted to work in classified and high-security environments where precision, discipline, and operational reliability are essential.

CERTIFICATION

CompTIA Security+ CE

Security+ CE supports Mario’s background in vulnerability reduction, endpoint protection, access control, and secure systems operations across federal missions.

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PROFESSIONAL DEVELOPMENT

Project Management Professional (PMP)

LinkedIn reflects Project Management Professional study through Accumentum®, reinforcing structured delivery, stakeholder coordination, and leadership capability.

PLATFORM EXPERTISE

ITSM, QA, Windows & Network Tooling

Hands-on experience with Remedy, SPECTRUM, Active Directory, Jira, Confluence, TestRail, SCSM, SCCM, SolarWinds, Windows Server, DNS, DHCP, and Cisco environments.

Security+ · CompTIA	Holder-asserted
PMP · PMI	Holder-asserted

05 Technical Skills

// QA & DELIVERY

QA Strategy & Execution	Core · 96
Automation Frameworks	Advanced · 92
CI/CD Pipeline Support	Strong · 88
Performance & Security Testing	Strong · 86

// SYSTEMS & INFRASTRUCTURE

Windows System Administration	Core · 95
Active Directory	Core · 94
DNS / DHCP / Server Operations	Advanced · 89
Endpoint Security	Advanced · 90

// ITSM & SUPPORT OPERATIONS

Remedy / SPECTRUM	Core · 93
Tier III Troubleshooting	Advanced · 91
SCSM / SCCM Administration	Strong · 87
User Account Management	Strong · 88

// NETWORKING & COLLABORATION

Network Analysis	Advanced · 89
Cisco Switching / VoIP	Strong · 86
Jira / Confluence / TestRail	Core · 92
Stakeholder Communication	Advanced · 90

06 Let’s Put Mario To Work

Best aligned for QA management, systems engineering, IT service management, Windows infrastructure, cybersecurity support, vulnerability remediation, enterprise network operations, and technical leadership roles supporting federal, defense, and other high-accountability environments.

07 Education

ACCUMENTUM®

Project Management Professional (PMP)

LinkedIn reflects PMP-related study through Accumentum®, supporting Mario’s continued growth in structured leadership and program delivery.

UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE

Cyber Security / Information Systems Studies

Academic background in cybersecurity and information systems complements extensive hands-on experience across systems administration, network operations, QA, and federal mission support.

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TECHNICAL TRAINING

Microsoft, Cisco & Service Management Training

Professional training includes System Center 2012 Service Manager, Microsoft Certified IT Professional coursework, Cisco Certified Network Associate coursework, and Information Systems Operator-Analyst training.

ADDITIONAL DEVELOPMENT

Security & Language Readiness

Additional preparation includes Security+ certification alignment, advanced Spanish language capability, and technical training supporting secure global operations.

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