accumentum PATHPROOF

TS/SCI · AVAILABLE FOR MISSION-CRITICAL COMMUNICATIONS LEADERSHIP AND DELIVERY



Natara Fonseca

// Unified Communications · Video Teleconferencing · Secure Video Operations · VIP Support

TS/SCI-cleared Unified Communications and Video Teleconferencing professional with 16+ years supporting mission-critical communications for DoD and senior government environments. Experience across DISA GVS, DVTC, VoIP/UC, and COMSEC-enabled classified video. Holder-asserted CompTIA Security+ CE (Accumentum, February 2026).

DISA GVS / DVTC / VoIP | COMSEC-Enabled Classified Video | VIP & Executive Conferencing | Incident Management & Service Restoration | Security+ CE

LOCATION	Pentagon City, VA
OPENNESS	Open to roles
PATHLOCK	Not connected
STATUS	Open to secure communications, UC/VTC, and operations-support opportunities
CLEARANCE	Active TS/SCI
FOCUS	Classified video, UC/VTC reliability, executive support, process improvement
PUBLIC PROFILE	pathproof.accumentum.net/p/natara-fonseca

01 By the Numbers

16+
Years of Experience
Resume and LinkedIn materials position Natara as a long-tenured communications and support professional across secure government environments.

TS/SCI
Active Clearance
Supports a profile centered on classified communications, mission readiness, secure service delivery, and trusted execution.

10
Documented Roles
Career history spans Pentagon support, DISA GVS, WHCA-related work, Joint Staff, TRADOC, Navy support, and service desk operations.

250+
Devices Managed
Fort Monroe telecom support included management of more than 250 cellular devices alongside billing, contracts, and service optimization.

02 Highlights

SECURE VIDEO · COMSEC · DOD

Classified Video & COMSEC Support

Supported classified video operations with working knowledge of COMSEC / KEYMAT device integration, including KG-194 and KIV-7 context, while coordinating restoration actions and status communications for secure video environments.

COMSEC / KEYMAT · KG-194 / KIV-7 · Classified Video · Service Restoration

EXECUTIVE SUPPORT · WHITE HOUSE / PENTAGON

VIP & Executive Conferencing Readiness

Provided direct support for high-stakes, executive communications environments, including VIP readiness, conference setup, connectivity validation, and live-session reliability for senior government leadership.

VIP Readiness · Conference Operations · Live Troubleshooting · Mission Continuity

UC / VTC · DIAGNOSTICS · RELIABILITY

Unified Communications Service Delivery

Delivered end-to-end UC/VTC support across scheduling, testing, diagnostics, incident management, preventative maintenance, and real-time audio / video monitoring to keep conferencing environments operational and dependable.

DISA GVS · DVTC / VoIP · Cisco TMS · Trouble Tickets

PROCESS IMPROVEMENT · DOCUMENTATION

Operational Process Improvement

Repeatedly identified process gaps, documented operational risk, developed better support procedures, created training guides, and contributed to standardized workflows that improved service continuity and end-user experience.

Risk Documentation · Status Reporting · SOPs / Guides · Workflow Improvement

03 Experience

THE JOINT STAFF · PENTAGON CITY, VA · CURRENT

Jul 2025 – Present

Deputy Project Manager

- Current role positioned above a long history of technical execution in secure government communications environments.
- Represents progression from hands-on VTC / UC operations into broader leadership and operational management responsibilities.

DEFENSE INFORMATION SYSTEMS AGENCY · ALEXANDRIA, VA · DISA

Jun 2023 – May 2025

GVS / VTC Engineer

- Delivered end-to-end technical support for Global Video Services and enterprise VTC / UC services, including diagnostics, troubleshooting, restoration actions, and incident follow-through.
- Supported classified video with COMSEC / KEYMAT integration awareness and coordinated outages, mitigation actions, and timelines with GVS representatives and senior DoD stakeholders.
- Applied UC and network-infrastructure knowledge across architecture, protocols, interoperability, testing, security, and reliability to reduce recurring failures and maintain readiness.

WHITE HOUSE COMMUNICATIONS AGENCY · WASHINGTON, DC · WHSR / WHCA

Jan 2023 – Jun 2023

Video Communications Engineer

- Provided expert support for classified studio VTC operations, including coordination, scheduling, troubleshooting, and session management in high-stakes environments.
- Supported VIP readiness and in-room setup for senior leadership engagements to ensure secure connectivity and audio / video quality prior to live meetings.
- Documented operational risk and recommended workflow improvements tied to process refinement and video-operations renovation efforts.

HEADQUARTERS DEPARTMENT OF THE ARMY · ARLINGTON, VA · PENTAGON

Jan 2020 – Jan 2023

Support Technician T3 (G/3/5/7)

- Managed executive conference rooms and coordinated classified / unclassified point-to-point and multipoint VTC sessions using Cisco TMS and related tools.
- Validated connectivity, monitored live session performance, performed preventative maintenance, and escalated faults promptly to leadership.
- Created incident tickets and detailed VTC incident reporting to improve troubleshooting, root-cause awareness, and service continuity.

CENTER OF NAVAL ANALYSIS HQ · ARLINGTON, VA · NAVY SUPPORT

Nov 2018 – Dec 2019

Sr. AV / Telephony Administrator

- Performed complex support across classified and unclassified AV and telephony environments, often independently and with minimal supervision.
- Delivered end-user support for integrated and portable AV systems, IP phones, conference support, mobile-device accounts, and user enablement.
- Created SOP-based training guides and consulted users on voice, video, web-conferencing, and unified-communications options aligned to mission needs.

PENTAGON / JOINT SERVICE PROVIDER · ARLINGTON, VA · SECARMY SUPPORT

Dec 2015 – Nov 2018

VTC Network Engineer II

- Coordinated and operated day-to-day VTC network services, including in-house video distribution, planning, design, and implementation support for new and modified UC / VTC resources.
- Worked across policies, procedures, requirements analysis, special projects, and executive meetings while supporting short- and long-term IT / UC / VTC plans.
- Used incident-management and agile-oriented practices to strengthen responsiveness, coordination, and delivery in highly visible Pentagon support operations.

THE JOINT STAFF J7 · SUFFOLK, VA · JOINT STAFF

Apr 2015 – Dec 2015

Telecommunications Technician II

- Scheduled and supported VTCs for day-to-day operations and large events, configured remote connectivity, and operated multipoint bridges for distributed support.
- Recorded conferences, supported conference-room AV operations, guided users through request processes, and instructed them on procedures and equipment use.
- Worked with routing and control platforms including Extron, AMX, Tandberg, and Crestron-class systems.

US ARMY TRADOC · FORT EUSTIS, VA · TRADOC

Mar 2012 – Aug 2014

VTC Facilitator

- Coordinated VTC operations for day-to-day support, training events, and conference-room AV support across Army locations.
- Tested and operated multipoint services, supported in-house distribution, instructed users, and worked with Extron, AMX, Tandberg, and Crestron equipment.
- Helped identify operational risks and recommend controls that mitigated issues in TRADOC video-support environments.

US ARMY · FORT MONROE, VA · TELECOM SUPPORT

Jun 2011 – Sep 2011

Telecommunication System Analyst I

- Managed telecom contract databases and inventories for more than 250 cellular devices while validating usage, optimizing service plans, and consolidating billing and budget records.
- Coordinated tenant moves, cabling services, work orders, contractor support, and funding execution while ensuring service delivery aligned with DoD and Army standards.
- Supported trouble-desk operations and served as a primary liaison for troubleshooting vulnerability-mitigation procedures and telecom service requirements.

FORT MONROE ARMY POST · NEC · SERVICE DESK

Jun 2009 – May 2011

Office Automation Specialist

- Supported service-desk operations, tracked work orders, assisted Tier 1 / Tier 2 support functions, and provided technical assistance for computer-related issues.
- Trained new personnel, managed correspondence and supply workflows, assembled training materials, and maintained operational reporting artifacts.
- Contributed to risk and vulnerability reporting, status documentation, and process improvement activity supporting agency users and systems.

04 Credentials & Qualifications

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

SECURITY

CompTIA Security+ CE

Completed through Accumentum in February 2026 and listed across both source documents as a current security credential.

CLEARANCE

Active TS/SCI Clearance

Active TS/SCI clearance aligned to secure communications, classified video, and senior government mission environments.

COMMUNICATIONS

DISN / Video Teleconference Trained & Certified

Resume materials list Defense Information System Network and video teleconference training and certification among core accomplishments.

LEADERSHIP

MBA, Project Management

Saint Leo University MBA complements a deeply operational technical background with structured planning, execution, and process-management discipline.

Security+ · CompTIA — Holder-asserted

05 Technical Skills

// UC / VTC OPERATIONS

- DISA GVS / DVTC / VoIP — Core · 96
- Cisco TMS & Session Coordination — Core · 94
- Preventative Testing & Readiness — Advanced · 88
- Multipoint Conferencing Support — Advanced · 86

// CLASSIFIED ENVIRONMENTS

- COMSEC / KEYMAT Support — Advanced · 88
- KG-194 / KIV-7 Awareness — Strong · 80
- VIP / Executive Support — Core · 96
- Classified Studio Operations — Advanced · 88

// AV / TELEPHONY

AV / Telephony Environments	Core · 96
Extron / AMX / Crestron / Tandberg	Advanced · 88
IP Phones & Mobile Enablement	Strong · 80
End-User Training & Guidance	Advanced · 88

// OPERATIONS DISCIPLINE

Incident Management	Core · 96
Status Reporting & Risk Documentation	Advanced · 88
SOPs / Training Guides	Strong · 80
Project & Process Coordination	Advanced · 88

06 Let's Put Natara To Work

Best aligned for secure unified communications, video teleconferencing, classified video support, executive conferencing, service restoration, and operations roles that require calm execution, disciplined troubleshooting, and trusted delivery in high-visibility environments.

07 Education

GRADUATE
MBA, Project Management
Saint Leo University · Completed 2017

UNDERGRADUATE
BBA, IT Management
ECPI University · Completed 2013

ASSOCIATE
AS, Network & Security Management
Completed 2011

CONTINUING CREDENTIAL
CompTIA Security+ CE
Accumentum · February 2026

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