

KRISANN ROBLES

| Benson, AZ 85602 |

| www.krisannrobles.com | www.linkedin.com/in/krisann-robles

Citizenship: **U.S.** | Veterans' Preference: **Yes** | Security Clearance:

SUMMARY OF QUALIFICATIONS

Senior Systems Engineer and U.S. Army Veteran with 14+ years of IT experience supporting multi-site enterprise infrastructures, small businesses, and mission-critical Department of Defense environments. Recognized by leadership and academic mentors for technical depth, independent decision-making, and the rapid mastery of complex systems. Highly skilled in diagnosing critical failures, optimizing VMware/SDDC performance, enforcing strict cybersecurity compliance (RMF/STIGs), and leading technical operations in high-tempo environments.

CERTIFICATIONS

DoD 8570/8140 Baseline:

[IAT III] **SecurityX** (CASP+) | [IAT II / CSSP] **CySA+** • GSEC • **Security+** • SSCP | [IAT I] Network+ • A+ | PenTest+ Computing Environment & ITIL:

VCP-DCV • Linux Essentials • GFACT • Project+ • **ITIL 4** Foundation

PROFESSIONAL EXPERIENCE

General Dynamics Information Technology (GDIT)

Systems Engineer Senior | •

Feb 2026 – Present • 40 hrs per week • Supervisor: Available upon request • May contact: Yes

- Maintain the stability and performance of a multi-environment VMware and Citrix infrastructure, managing 50+ physical and virtual assets supporting the Integrated Test & Engineering Facility (ITEF)
- Conduct proactive vCenter and Citrix health audits to ensure **100% mission availability** for critical testing and engineering operations within a centralized laboratory environment
- Standardize facility operations by authoring site-specific Tactics, Techniques, and Procedures (TTPs), work instructions, and troubleshooting guides, **reducing** mean-time-to-repair (**MTTR**)
- Direct the deployment of daily WSUS updates and critical security patches across multiple OS types and templates, maintaining a hardened security baseline
- Execute daily and weekly ACAS scans, **achieving a near-zero Critical/High vulnerability posture** through aggressive same-day remediation and verified remediation scanning

Systems Engineer Senior | •

Jul 2025 – Jan 2026 • 40 hrs per week • Supervisor: Available upon request • May contact: Yes

- Orchestrated stability and performance of a multi-environment VMware infrastructure supporting the Enterprise Mission Partner Network (**E-MPN**), enabling secure, interoperable communications for **U.S. Army Europe, Africa, and NATO partners**
- Conducted daily enterprise health audits across the full SDDC stack, including vCenter, Aria Operations, SDDC Manager, Horizon, and Cohesity backup clusters
- Resolved a critical host authentication failure on a production ESXi host, **reducing event log volume by 98%** (722M to 14M) and restoring system responsiveness
- Diagnosed and recovered an SDDC Manager failure caused by log overrun and disk exhaustion, preventing extended downtime for mission-critical services.

- Researched VMware CVEs and analyzed and **manually recreated redacted system logs** to support advanced vendor troubleshooting and vulnerability mitigation
- Implemented custom Aria Operations alerts to enhance monitoring and proactive issue detection
- Tuned CPU/Memory/Disk configurations to optimize resource utilization across production and dev/test environments
- Enforced 30-day data retention directives through recurring SolarWinds snapshot audits
- Collaborated with security teams to minimize the operational impact of ACAS scanning

Virtualization Systems Administrator, Intermediate | [REDACTED] •

Oct 2024 – July 2025 • 40 hrs per week • Supervisor: Available upon request • May contact: Yes

- Implemented the final 30% of the Global Enterprise Fabric (GEF), a NETCOM-managed IaaS platform, bringing all remaining sites online in under six months, **significantly outpacing the initial 70%** roll-out timeline
- Configured, provisioned, and maintained vCenter, datacenter, and cluster environments across **all U.S. Army theaters globally**, along with select Navy and Air Force sites, enabling a unified, virtualized environment for joint operations
- Executed comprehensive STIG applications to ensure DISA compliance, contributing to a team-wide STIG completion rate **increase of 216%**
- Configured Cisco FlexPod stacks and managed enterprise licensing for ESXi and vCenter instances, maintaining **99% uptime** for systems supporting global mission networks

Systems Administrator / General Manager | [REDACTED] •

Jun 2012 – Dec 2024 • 40 hrs per week • Supervisor: Self-managed

- Transitioned multi-location POS systems to a unified SaaS-based solution with integrated e-commerce
- Provided hardware/software installation, troubleshooting, & remote support for 4 geographically separate locations
- Managed updates, patching, and compliance changes; resolved network and equipment issues
- Oversaw inventory, payroll, marketing, & daily operations, improved inventory processes for special items

TECHNICAL EXPERIENCE

Virtualization & Infrastructure: VMware vSphere, ESXi, vCenter, Horizon, NSX-T, VCF, SDDC Manager, Citrix, Cohesity

Monitoring & Management: Aria Operations (vROps), Aria Operations for Logs, SolarWinds, OpenManage, PAM

Operating Systems: Windows Server, Windows 10/11, Photon OS, Linux (RHEL/Ubuntu), macOS

Networking & Storage: Cisco UCS, NetApp, vSAN, IPAM

Security & Forensics: ACAS, STIGs, WSUS, CVE research, Wireshark, FTK, EnCase

Programming & Web: Python, HTML, CSS, WordPress

EDUCATION

- Master of Science, Cybersecurity and Information Assurance *Western Governors University* • *Expected 2026*
- Bachelor of Science, Cybersecurity and Information Assurance *Western Governors University* • *Graduated 2024*
- Diploma in Accounting | Diploma in Bookkeeping *Knapp College of Business* • *Auburn, Washington*

AWARDS & RECOGNITION

WGU Excellence Award (2023) | **SANS/WiCyS Security Training Scholarship** (2024–2025) | **Onward to Opportunity Scholarship** (2024) | **NCL Spring 2024:** Team Diamond, Individual Platinum | **NCL Fall 2024:** Team Diamond, Individual Diamond | **US Cyber Challenge Western Camp – Invitation Only** (2024) | **GDIT Hackathon 2024 – 2nd Place CrowdStrike Challenges, 11th Overall** | **TryHackMe Top 1%** (Shartlesville)