

JALEN M. PICKENS

Ramstein Area, Germany | Available for OCONUS employment / relocation

linkedin.com/in/jalenmpickens | **U.S. Citizen** | **Active Secret Clearance (T3)** | PMP | ITIL Foundation v5 | SecurityX | Security+ | Cloud+

PROFESSIONAL SUMMARY

PMP and ITIL V5 Certified Configuration Management and IT Asset Management professional with personal hands-on technical experience and formal training experience as a 25B IT specialist in the US Army. Progressed from PC/electronics repair into Army hardware/network training, enterprise systems administration, asset accountability, and dedicated requirements/configuration management. Managed 2,000+ service and configuration actions and approximately 200 C4I/IT initiatives while supporting configuration items, baselines, status accounting, change control, lifecycle replacement, Trade Act Agreement (TAA), ITSM, RMF/STIG evidence, and hardware/software procurement. Enterprise experience spans NIPR, SIPR, MPE, CX-K, and JWICS environments with ServiceNow, Remedy, AESMP, Active Directory, SCCM/Configuration Manager, Intune, routers, switches, TACLANE, fiber, and mobile endpoints.

CORE TECHNICAL COMPETENCIES

Configuration Management: CI lifecycle, configuration identification, baselines, status accounting, change control, post-change verification, functional configuration audits, RTM, CMDB-aligned repositories

Asset / Hardware Lifecycle: BOMs, compatibility, staging, deployment, repair, inventory, custody, refresh, transfer, turn-in/disposition

ITSM / Enterprise Tools: ServiceNow, Remedy, AESMP, incident/request lifecycle, TRB/CCB/WG governance, release/change enablement

Systems / Networks: Windows, Active Directory, Microsoft 365, SCCM/Configuration Manager, Intune, routers, switches, TACLANE, fiber, VTC, NIPR, SIPR, MPE, CX-K, JWICS

Access / Mobility: ETA/TA rights processes for SIPR, TCO mobile-device support

Cybersecurity: RMF, STIGs, ACAS/Nessus, SCAP, patch/vulnerability remediation, audit readiness

Data: SharePoint, Excel, Power BI, SOPs, lifecycle trackers, dashboards

PROFESSIONAL EXPERIENCE

U.S. ARMY COMMUNICATIONS INFORMATION SYSTEMS ACTIVITY-PACIFIC (USACISA-P) | Camp Humphreys, South Korea | Aug 2024 - Jul 2026

Requirements & Configuration Management Team Lead / Information Technology Specialist (25B) | 40+ hrs/week

- Governed the lifecycle of 2,000+ service/configuration actions and ~200 major initiatives from intake and technical validation through approvals, implementation, acceptance, status accounting, and closure; reviewed 50+ submissions per week and supported 250+ Technical Reviews plus dozens of Change Control Boards and working groups.
- Maintained CMDB-aligned CI records and repositories capturing ownership, system/location, identifiers, model/software version, relationships/dependencies, baseline, approvals, implementation history, and closure evidence; standardized naming, attributes, documentation, and handoffs to improve traceability and auditability.
- Established/protected configuration baselines for endpoints, servers, network devices, mobility solutions, and enterprise services; coordinated STIG/patch/vulnerability remediation, RMF evidence, access reviews, TAA validation, implementation windows, rollback considerations, and post-change verification with systems, network, and cybersecurity teams.
- Managed hardware/software lifecycle and acquisition support through Bills of Materials, compatibility and technical specification review, vendor/quote comparison, warranty/delivery analysis, receiving and reconciliation; authored the annual IT Configuration Management Plan and supported a lifecycle replacement report/7-year procurement plan for aging infrastructure.
- Created requirements/configuration SOPs, status-accounting guides, audit checklists, knowledge products, dashboards, and a Requirements Traceability Matrix (RTM); supported quality-control inspections and functional configuration audits and trained 150+ personnel/students on governance and validation workflows.
- **Concurrent Career Skills Program Detail - USAG Humphreys PAIO | May-Jun 2026:** built Excel/SharePoint/Power BI decision products, analyzed process/data-quality gaps, and developed SOP/desk-guide controls for intake, records, reporting, risk, automation, onboarding, and continuity.

5TH BATTALION, 7TH AIR DEFENSE ARTILLERY REGIMENT, U.S. ARMY | Germany, Poland, Slovakia & Ramstein | Aug 2021 - Aug 2024

Information Technology Specialist / Systems Administrator / Team Leader | 40+ hrs/week

- Provided systems administration, endpoint, help-desk, and LAN/WAN support for 600+ users across garrison and deployed environments, working across NIPR, SIPR, MPE, CX-K, and JWICS environments; configured/supported Windows endpoints, Active Directory, Microsoft 365, printers/peripherals, routers, switches, TACLANE, fiber, secure tokens, VTC, and incident/request workflows in ServiceNow, Remedy, and AESMP.
- Maintained hardware and configuration accountability for desktops, laptops, monitors, printers, mobile devices, network/security equipment, software, and peripherals using serial/model/location records, hand receipts, issue/return documentation, inventories, maintenance status, movement, refresh, and turn-in records. Served as TCO for mobile phones in Germany and worked with ETA/TA rights processes for SIPR access administration and user support.
- Supported Microsoft Configuration Manager/SCCM imaging and endpoint-refresh processes, software inventory, approved baseline deployment and patching; used ACAS/Nessus and SCAP/STIG outputs to identify affected assets, verify ownership/status, coordinate remediation, and preserve configuration evidence.
- Delivered a mission-critical communications site for 200+ operational users in ~2.5 weeks by synchronizing BOMs, equipment accountability, hardware placement, accounts, network integration, routers/switches/TACLANE/fiber, secure communications, configuration validation, testing, customer acceptance, and operational handoff.

U.S. ARMY - INITIAL ENTRY / INFORMATION TECHNOLOGY SPECIALIST PIPELINE | Fort Jackson, SC & Fort Gordon, GA | Sep 2020 - Aug 2021

Information Technology Specialist Training and Endpoint Support | 40+ hrs/week

- Completed the Army 25B Information Technology Specialist course at Fort Gordon (Nov 2020-Apr 2021). JST-documented technical areas include Computer Hardware, Client Operating Systems, Help Desk Troubleshooting, IT Essentials, Network Fundamentals/Security, Routing, Switching, WANs, Windows Server, and Exchange Server; course scope integrated hardware, software, networks, systems architecture, and security.
- Built/imaged/configured Windows desktops and laptops; installed approved software, joined systems to enterprise networks/domains, validated user access and connectivity, documented equipment/configuration status, and troubleshot hardware, software, account, printer, and connectivity incidents before escalation.

INDEPENDENT COMPUTER & ELECTRONICS TECHNICAL SUPPORT | El Paso, TX / Southwest U.S. | 2017 - Sep 2020

Part-Time Paid Technical Support Side Business | Typically 1-2 engagements/week, ~1-2 hours each | 20+ recurring/occasional customers

- Diagnosed, repaired, upgraded, and restored PCs and consumer electronics; performed motherboard and Wi-Fi card replacement, screen/keyboard and cooling/fan service, storage/drive work, component-level fault isolation, and before/after configuration comparison to confirm the intended end state.
- Installed/upgraded Windows, performed factory resets and data restoration, installed drivers, updated firmware, removed malware, and isolated faults by changing individual components or settings; retained reusable components for troubleshooting/repair.
- Supported LG/Android and iPhone devices, backups/restores, contact/photo migration, email and Apple/Google accounts, password/security settings, cellular/Wi-Fi/Bluetooth/network resets; administered a home environment with four PCs/two consoles using router settings, DHCP, DNS, device access lists, mobile hotspots, Device Manager, Event Viewer, PowerShell, Command Prompt, Registry Editor, ipconfig, and ping.

ADDITIONAL BUSINESS SYSTEMS EXPERIENCE | Texas & New Mexico | 2017 - Aug 2020

Concurrent early employment supporting transaction, inventory, customer-data, and operational technology

- **Wendy's - El Paso, TX (~Feb 2017--Aug 2018; 20-40 hrs/week):** used/troubleshot POS terminals, kitchen displays, drive-through equipment, receipt printers, payment terminals, inventory/scheduling systems; performed opening/closing equipment checks, cash-drawer/transaction verification, staff training, and technical escalation.
- **Albertsons - Silver City, NM (late 2019-2020; ~30 hrs/week):** supported POS registers, handheld inventory scanners, barcode/label systems and scales; restarted/reseated equipment, cleared errors, checked connectivity/settings, reconciled physical inventory to system quantities, and escalated price/data/label discrepancies.
- **Raising Cane's - El Paso, TX (Jul-Aug 2020) and brief door-to-door sales work (~Jan 2020):** continued POS/business-system exposure and used electronic customer forms, a customer database, and a defined sales workflow while maintaining accurate customer information.

FAMILYOS | Germany / Remote | Jan 2026 - Present

Founder / Product and AI Workflow Designer | Independent entrepreneurial project | Part-time

- Applies modern configuration discipline using GitHub, Supabase, Vercel, and Lovable; translates user needs into requirements, controlled changes, testing criteria, decision/risk records, feedback-driven iterations, and human approval gates.
- Uses repository-based version/source control and release/rollback considerations to preserve traceability across product features, prompts, workflows, access controls, and deployment dependencies.

EDUCATION, TECHNICAL LABS & CERTIFICATIONS

B.S., Computer Networks and Cybersecurity - University of Maryland Global Campus (UMGC), conferred Dec 2025, GPA 3.434 | **M.S., Information Technology - Project Management** - UMGC, in progress, expected Dec 2027

Applied virtual-lab domains: Linux administration, Azure/cloud services, Windows endpoint/device management, security testing, cloud security, and integrated cybersecurity analysis; additional self-directed labs in Cisco Packet Tracer and Active Directory VMs.

Army technical training: computer hardware, client OS, help desk, networking/security, routing/switching, WAN/LAN, Windows Server, Exchange Server, GenAI, Active Directory, SharePoint, Microsoft 365

Certifications: PMP (Mar 2026) | ITIL Foundation v5 (Jun 2026) | CompTIA SecurityX (Aug 2023) | Security+ (Aug 2021) | Cloud+ (May 2024)

Clearance: Active Secret (T3)

Additional DoD acquisition/cyber training: Acquisition Ethics, Green Procurement, Governmentwide Commercial Purchase Card Overview, Section 889, Simplified Acquisition Procedures, Cybersecurity Throughout DoD Acquisition, Cyber & Resiliency for Weapons, Control & IT, MD-102

U.S. Army service: Sep 2020-Present; currently on terminal leave through 3 Oct 2026 and transitioning to the U.S. Army Reserve in Kaiserslautern effective 4 Oct 2026. Located near Ramstein, Germany and available for OCONUS employment/relocation.