

Neil Mascarenhas

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SUMMARY

IT Professional with an active TS/SCI clearance, CompTIA Security+ certification, and 6+ years of experience across DoW enterprise networks, campus IT services, and field electronics systems. Skilled in account and endpoint administration, network diagnostics, and high-volume ticket resolution across classified and unclassified environments, with a consistent record of exceeding SLA targets.

WORK EXPERIENCE

NAVSEA Warfare Centers (NSWC/NUWC)

Keyport, WA

IT Support Analyst

October 2025 – Present

- Administered Active Directory across multiple domains, provisioning and managing user accounts over various domains for classified networks.
- Resolved Cisco Secure Endpoint compliance violations and utilized Cisco ISE and SolarWinds for network access control, authentication issues, and network diagnostics, escalating network-level concerns to the tier 3 network team.
- Maintained Trellix products, performing manual installations and configurations, resolving endpoint protection violations, and escalating issues to the HBSS team.
- Managed trouble tickets via ServiceNow and JIRA across classified and unclassified DoW networks, providing technical support via remote desktop, in-person, and phone channels while maintaining security protocols.
- Handled more than 100 tickets weekly, including incidents and account provisioning requests, consistently meeting or exceeding SLA response and resolution targets.
- Identified Software Center deployment failures and application installation errors, collaborating with the server support team on compatibility issues.
- Executed device reimaging and OS deployment for enterprise endpoints, performing baseline configurations and security hardening per DoW standards.

U.S. Army

Teaneck, NJ

Computer Detective Systems Repairer

November 2019 – October 2025

- Supported commercial off-the-shelf (COTS) detection systems, resolving hardware failures, software conflicts, and system misconfigurations.
- Conducted advanced diagnostic testing and root cause analysis on NVG optics, VSAT transceivers, fiber networks, and detection subsystems using specialized test equipment and methodologies.
- Installed and configured network racks, ran and terminated ethernet cabling, and performed switching and routing troubleshooting to establish connectivity.
- Calibrated and maintained specialized detection and surveillance equipment, ensuring operational readiness across deployed units.
- Provided technical support and training to team members and units on the operation and troubleshooting of electronic systems.
- Documented maintenance actions, parts usage, and equipment status in accordance with Army logistics and readiness reporting standards.
- Performed field repairs on detection equipment in austere operational environments.

Rutgers New Brunswick Computing Services*OIT Lab Consultant***New Brunswick, NJ***September 2021 – May 2025*

- Provided comprehensive technical support to 50,000+ students, faculty, and staff across multiple campuses, resolving hardware, software, network, and peripheral device issues.
- Managed and prioritized 50+ support requests weekly via ServiceNow ticketing system, achieving 95%+ first-contact resolution rate and improving user satisfaction metrics.
- Performed end-user device provisioning, imaging, and configuration for new equipment deployments across campus labs; maintained inventory tracking.
- Identified and documented recurring technical issues, providing detailed feedback to improve knowledge base and reduce repeat support tickets.

INTERNSHIPS

High Tech High School*Information Technology Consultant***Secaucus, NJ***June 2019 – September 2019*

- Led the full-scale relocation of technology infrastructure to a new state-of-the-art high school, managing the setup and integration of computers, network switches, and advanced equipment ahead of opening day.
- Deployed and configured VOIP telephone systems across key departments, delivering seamless, facility-wide communication infrastructure.
- Built out secure wired and wireless network connectivity across the entire facility and provided on-site technical support throughout the transition.

County Prep High School*Information Technology System Technician***Jersey City, NJ***June 2018 – August 2018*

- Performed preventative maintenance and hardware diagnostics across the school's device fleet, including disk cleanup and software updates.
- Provisioned and configured Chromebooks with device management policies to support classroom deployment.
- Upgraded operating systems and resolved software compatibility issues across school devices.
- Supported classroom technology, including interactive displays and audio/visual equipment, ensuring reliable day-to-day instructional delivery.

EDUCATION

Rutgers University*Bachelor's Degree***New Brunswick, NJ**

- Bachelor's degree in Information Technology and Informatics with a focus on cybersecurity, emphasizing threat analysis, risk management, and the implementation of security protocols.

CERTIFICATIONS

- CompTIA Security+

TECHNICAL SKILLS

ServiceNow | JIRA | Active Directory | Windows Server | Cisco ISE | Trellix | Cisco Secure Endpoint | SolarWinds | Software Center | Windows Desktop Deployment & Imaging | TCP/IP | DNS/DHCP | Ticketing & SLA Management | Microsoft 365 | Microsoft Excel | Power BI | R Studio | Python | PowerShell | VPN | VOIP | Network Cabling & Switching