Randolph Caulkett

rfc@rfcaulkett.com   412-447-1353   Elizabeth, PA
https://rfcaulkett.com
https://linkedin.com/rfcaulkett

Professional Summary

Electronics systems specialist with approximately 10 years of experience in information security and IT operations between military and civilian sectors. Expertise with a wide range of hardware and software as well as skilled in risk management, compliance, and security controls.

Experience

IT Manager   April 2021 to Present
Petrosoft, LLC

- Direct ISO 27001 compliance activities to maintain auditable standards of information security in accordance with the company's risk management framework and ISMS.
- Coordinate with department heads to purchase and configure information technology systems including hardware, software, and peripheral devices as required for an office of approximately 60 personnel and over $100K in assets.
- Administrate and maintain availability of the company's research lab network via TCP/IP and remote protocols for cash registers, PIN pads, gateway devices and firewalls for over a dozen development and production environments.
- Monitor helpdesk requests for both internal and external IT customers, leveraging Microsoft Dynamics CRM to determine process improvements and reduce service request backlog by 50%.
- Conduct end user acceptance testing and quality assurance for routine system upgrades and new feature development of the company's SaaS products and third-party integrations.

Distribution Operations Supervisor   July 2017 to March 2019
Duquesne Light Company

- Supervised operation of the electrical distribution system of the company's power grid for approximately 600,000 customers using both Windows and Linux based applications including SCADA.
- Coordinated the efforts of personnel from five districts including overhead line crews, underground crews, and troubleshooters to complete scheduled and emergent work safely following utility regulations.
- Used Oracle Utilities Suite to reference and verify customer account information for service requests to meet reliability requirements.

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Nuclear Electrician's Mate, Submarines   June 2011 to June 2017
United States Navy

- As work center supervisor directed all electrical upkeep for the ship by using maintenance planning software and managing a division of twelve personnel.
- As engineering supply coordinator processed over 300 requisitions for critical parts including relays, power supplies, and circuit boards to ensure mission readiness using computerized maintenance management systems (CMMS) including Fedlog and OMSS-NG.
- As a qualified technician performed hundreds of preventative and corrective maintenance items on electrical equipment including computers, generators, motors, and PLCs.

Education

Penn State University   May 2019 to August 2021

Bachelor of Science, Information Sciences and Technology   GPA: 3.64
Bachelor of Science, Security and Risk Analysis

Technical Skills and Certifications

- CompTIA Security+
- **Network Protocols:** TCP/IP, SSH, VNC, FTP, DNS, DHCP, HTTP
- **Tools:** Wireshark, Zenmap/Nmap, FTK Imager, Clonezilla
- **Operating Systems:** Windows, Linux (Ubuntu, Debian, Raspbian)
- **Security Requirements:** ISO 27001, NIST, PCI DSS
- **Other:** Office 365, SharePoint, OneDrive, Microsoft Dynamics, Bash Shell Scripting