

Wells R. Kinnersley

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Certificates

CompTIA Security+ | ITIL 4 | HDI KCS Principles | HDI Support Center Analyst | Windows 10 Configuration | COMSEC Account Manager

Clearance

Top Secret/SCI

Core Competencies

Leadership: Proven track record in high-pressure operational environments, coordinating diverse teams

Technical: Microsoft Server 2022/19/16, Windows 11/10, Microsoft Azure, Ubuntu/Kali Linux, Docker Containerization, VMWare Virtualization, Xen-based hypervisors

Communication: Excellence in cross-functional collaboration and stakeholder management

Microsoft 365: SharePoint Online, Power Automate, Teams administration and workflow automation

Cybersecurity: Network analysis, threat detection, incident response, security policy implementation

Professional Experience

Defense Information Systems Agency (DISA), Hill AFB, UT **December 2024 – Present**

IT Project Manager (PLCYPLN) – GG-2210-13

Supervisor: Sandra Haugland - (667) 891-4220

J-9 Operations & Command (OC) Future Operations

- Performed duties for 10 months (42 weeks) at 40 hours per week
- Lead strategic OSaaS initiatives aligning DISA objectives with customer requirements
- Conduct comprehensive business analysis to develop tailored IT solutions
- Coordinate cross-functional teams to establish ITIL-aligned project frameworks
- Drive systems integration using SharePoint Online, Power Automate, Forms, and Power Apps
- Mentor teams in project management best practices and continuous improvement

Defense Information Systems Agency (DISA), Hill AFB, UT

May 2022 – December 2024

IT Cybersecurity Specialist – GG-2210-13

Supervisor: Joshua Read - (801) 310-6332

J-9 Operations & Command (OC) Current Operations

- Performed duties for 32 months (139 weeks) at 40 hours per week
- Led 20-person team maintaining command/control of Enterprise Infrastructure supporting global operations
- Managed Authorized Service Interruptions (ASI) processing and impact assessment during critical incidents
- Implemented Power Automate workflows reducing manual processes by 40% across incident management
- Served as DoD365-J Champion, optimizing operational efficiency for 24/7 support operations
- Provided SES-level briefings on network incidents and operational impacts affecting DISA-wide systems
- Developed TTPs for threat defense while ensuring 99.9% availability of enterprise services

Defense Information Systems Agency (DISA), Hill AFB, UT

March 2020 – May 2022

IT Cybersecurity Specialist – GG-2210-12

Supervisor: Shaneen Corso - (801) 605-7381

J-9 Operations & Command (OC) Current Operations

- Performed duties for 21 months (91 weeks) at 40 hours per week
- Executed incident prioritization and resource allocation for enterprise-wide security events
- Coordinated multi-team incident response ensuring system availability, integrity, and confidentiality
- Developed/maintained incident response playbooks aligned with DISA security standards
- Conducted tabletop exercises improving incident response effectiveness by 30%

Army National Guard, Draper, UT
IT Specialist – G6 Helpdesk – GS-2210-11

June 2018 – March 2020
Supervisor: Benjamin Martin – (801) 432-4080

- Performed duties for 21 months (90 weeks) at 40 hours per week
- Served as MSC Cybersecurity Advisor ensuring statewide compliance with IA policies
- Managed customer service database, analyzing trends to improve support metrics
- Deployed SCCM imaging solutions supporting 500+ workstations across multiple sites
- Conducted network site surveys ensuring optimal performance and security compliance

Defense Information Systems Agency (DISA), Hill AFB, UT

July 2016 – June 2018

Hewlett Packard Enterprises (HPE), DXC Technology, Chameleon Integrated Services
IT Specialist – Global Service Desk (GSD) – Specialized Contractor

- Performed duties for 23 months (100 weeks) at 40 hours per week
- Provided Tier 1 support for 400+ applications including DEERS, MyPay, and mainframe systems
- Resolved 95% of tickets at first contact through comprehensive troubleshooting
- Developed knowledge base articles reducing resolution time by 25%

Military

April 2015 – May 2023

Enlisted Army National Guard, E-4 – Specialist

Supervisor: Brandon Macfarlane – (801) 716-9199

25U ~ Signal Support System Specialist

- Installed/maintained tactical communication systems supporting field operations
- Trained 50+ personnel on signal equipment, improving unit readiness scores
- Configured and troubleshot cryptographic devices, satellite systems, and tactical radios ensuring secure communications for mission-critical operations
- Participated in joint/multinational exercises, coordinating with higher headquarters to establish communication links and ensure interoperability across diverse operational environments

Education:

High School Diploma

Layton High School, Utah - 2014

ASVAB: SC-119, EL-114, ST-114

Noteworthy Achievements:

- Demonstrated exceptional proficiency in technical aptitude through a high ASVAB score, particularly excelling in Surveillance & Communications, Electronics, and Skilled Technical categories.
- Successfully translated strong educational foundation into a dynamic career in IT, serving with distinction in roles such as Battle Captain, Watch Officer, and Service Desk Support for the Defense Information Systems Agency (DISA).

References

- David Perkins, GG-14, Defense Information Systems Agency
Operations & Command Future Operations Branch Chief, (801) 654-6057
- Shaneen Corso, GG-13, Defense Information Systems Agency
Operations & Command Future Operations Section Chief, (801) 319-9589
- Nicholas Baird, GG-12, Defense Information Systems Agency
DISA Global Field Command Cyber Security Watch Officer, (801) 634-2464
- Gary Wekluk, Utah National Guard
G6 Helpdesk Manager, (801) 432-4913