

Norman McCord

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Summary

Air Force veteran with 20 years of progressive leadership experience in managing operations, logistics, and technical teams. Active Secret Clearance. Ongoing experience with security program management and customer service experience managing users and groups in Information Systems. Maintain information technology industry certifications that align with DoD IAT Level II Certification. Leverage attention to detail and problem-solving skills to enhance operational efficiency, ensure compliance with evolving regulations, and resolve complex issues. Demonstrate strong communication skills in managing large, diverse teams, building rapport with stakeholders, and delivering superior customer service. Seeking to leverage this expertise to contribute to a forward-thinking organization. Hold current certifications required for DoD 8140 IAT Level II and IAM Level I.

Skills

Management and Leadership: Operations management, Team leadership, Program management, Resource management, Strategic Planning, Logistics and inventory

Technical: System administration, Network management, Cybersecurity fundamentals, SharePoint administration, Database management, Programming and Scripting, Microsoft Office Suite, Microsoft 365, Cloud computing

Process and Compliance: Quality Assurance, Process improvement, Regulatory compliance, Documentation, Risk management, Process improvement

Soft Skills: Communication, Problem solving & critical thinking, Adaptability & flexibility, Organization & Attention to Detail, Cost reduction & efficiency, Vendor management, Training & mentorship

Certifications

- CompTIA Security+
- CompTIA Network+
- CompTIA A+

Work Experience

Unit Program Coordinator

Nov 2024 – Present

375 Civil Engineer Squadron, Scott AFB, IL

Active Secret Clearance. Managed the security, cybersecurity, and additional duties including task management, Personnel Office Liaison, mobile device account administration, SharePoint administration functions for a 400+ member squadron. Coordinated administrative programs, ensuring compliance with Department of Defense (DoD) policies and supporting mission readiness. Liaised with multiple agencies and departments to ensure seamless operations and access to critical systems and information.

Security Program Management

- Led Squadron Security Program operations and compliance. Oversaw initial and access training for approximately 400 personnel. Managed over 600 personnel security clearance actions using DISS and NBIS, including initiating cases to facilitate investigations, clearance elevations, continuous vetting, interim clearance processing.
- Processed over 200 System Authorization Access Requests (SAARs) to date for access to critical systems, ensuring secure, role-based access. Created and updated over 100 Visit Authorization Requests (VARs). Managed issuance and control of Restricted Area Badges (RABs). Processed, issued, or revoked 150+ RABs to facilitate controlled access to secure facilities.
- Conducted recurring audits of clearance data and access controls to maintain compliance and operational continuity.
- Processed multiple security incidents, coordinating with the Wing Information Protection (IP) office and the Defense Counterintelligence and Security Agency (DCSA) to ensure resolution.

Cybersecurity Liaison (Window Server AD User/Group Manager)

- Managed user and group accounts and access permissions across Windows Active Directory (AD) through IAO Express web-based front-end. Ensured timely onboarding/offboarding of all personnel by provisioning, deprovisioning, moving and/or modifying user accounts and access privileges. Oversaw 52 distribution groups, 30 organizational accounts, 15 Security Groups.
- Conducted regular audits of organizational accounts and permissions to ensure secure access controls. Coordinated with base cybersecurity officials on critical IT security issues, including isolating and reporting incidents, assisting root cause analysis.
- Troubleshoot and resolve AD-related access issues

Additional Duties

- Managed cell phone account for the organization. Spearheaded procurement initiatives for mobile devices and facility internet, reducing program costs by 66% and saving \$9,000 annually. The new Verizon contract upgraded all eligible devices, upgraded service to 5G, and established a commercial backup Wi-Fi capability, ensuring continuous command and control communications during network outages.
- SharePoint Administration:
 - o Managed and maintained SharePoint Online sites, overseeing content, access permissions, and overall site structure. Ensured data accessibility and compliance with organizational policies by managing permissions and library setups for multiple SharePoint sites.
 - o Provided technical support and training to end-users on SharePoint functionality, improving user adoption and efficiency.

US Air Force Maintenance and Operations Leadership

Jul 2002 - Jul 2022

USA Air Force

Served in various leadership roles across international and domestic assignments, culminating in Senior Production Manager. Demonstrated expertise in production control, quality assurance, logistics, and resource management for high-tempo aircraft maintenance operations.

Production Superintendent (Senior Production Manager)

- Controlled production and continuously improved processes for the base's largest squadron, overseeing critical projects and resources. Managed logistics and resources for major exercises and deployments for three fighter aircraft squadrons using Microsoft Access and Excel databases. Implemented operational improvements that resulted in significant cost savings and mission success. Demonstrated superior operational planning by optimizing support during sustained and temporary operations

Flight Chief (Operations Manager)

- Directed a 25-person aircraft maintenance support equipment shop and managed a \$9 million inventory of ground support equipment in a high-tempo overseas setting. Supported 16 stationed aircraft and numerous transient aircraft, enabling 3,000 airlift missions that transported 7,000 tons of cargo. Coordinated and planned the deployment of personnel and equipment across the Middle East.

Quality Assurance Inspector

- Served 1.5 years as a primary inspector and Subject Matter Expert (SME) for aircraft ground support equipment and aircraft maintenance, conducting over 1,000 annual evaluations of personnel, procedures, and critical programs. Presented weekly, monthly, and quarterly reports to senior leadership on maintenance status, repairs, and modifications. Reviewed and approved technician-submitted change recommendations for technical manuals.

Section Chief (Team Leader)

- Led teams of up to 40 personnel, managing multi-million-dollar ground support equipment accounts and providing 24/7 technical support. Rapidly deployed auxiliary power, hydraulic testers, and other critical support equipment to meet operational demands within 15 minutes of a request.

Education

BBA: Information Systems

Kennesaw State University, Kennesaw, GA
GPA 3.5 | 2x President's List, 5x Dean's List

Aug 2022 – Present (Senior)

- Key Academic Projects:
 - Active Directory User Management: Authored a comprehensive training guide for entry-level administrators to drive them in managing users and groups in Windows Server 2019 Active Directory.
 - Software Acquisition & Project Management: Led a team project involving RFP creation, vendor analysis, and buy-versus-build decisions, delivering all project documentation using Microsoft Project, Word, and Visio.
 - AI Integration Proposal: Developed and presented a proposal for integrating AI into academic advising at Kennesaw State University, including a detailed implementation plan, budget, and timeline.
 - Web Development & Cloud Hosting: Supported peers with Azure-hosted websites, creating illustrated guides for MacOS and Windows to ensure deadlines were met.
 - Data Privacy Compliance: Wrote and published a blog post, "Mastering Data Privacy in Business: CCPA and GDPR," analyzing compliance strategies.
 - Python Web Scraping Analysis: Evaluated a GitHub project utilizing Python libraries, documenting findings and recommendations for potential team adoption.
 - Access Database Project: Designed and implemented a multi-step Access database, including forms, queries, and reports, to address simulated business needs.

AAS: Aerospace Ground Equipment Technology

Community College of the Air Force, Maxwell AFB, AL | GPA 4.0

Oct 2018

Personal Projects

- Personal Website Development – Created and maintain NormanMcCord.com, showcasing blog articles and project documentation.
- Linux NAS and Disk Management – Set up and managed a multi-drive Linux NAS using RAID storage. Used Linux command-line (CLI) tools for configuration and maintenance.
- Media Server Optimization – Configured GPU pass-through from hypervisor to virtual machine for GPU-base hardware acceleration on a self-hosted server to improve media streaming performance.
- GitHub Sprint Contributions – Participated in team-based sprint projects. Committed Python code and documented tasks using Markdown and GitHub issues, showcasing version control and collaboration.
- SOHO Network Creation – Installed router, wireless access points, and switches. Cut, terminated, and installed Ethernet cabling (TIA/EIA standards). Configured DHCP, DNS, and VPN for remote access. VPN is installed in Docker. Built tower server to host file shares and media. Implemented full and incremental backups both on-site and off-site with 24-hour recovery point objective (RPO).