JOSEPH ELHOREGY

SENIOR TECHNICAL MANAGER

CONTACTS

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📍 Seattle, WA

EDUCATION

Western Governors University
BS Cybersecurity, Information Assurance
01/2023 - 12/2025

CERTIFICATIONS

CCNA
Cisco, November 2022

SeurityX
CompTIA, December 2025

PenTest+
CompTIA, December 2025

Security+
CompTIA, December 2024

CySA+
CompTIA, December 2025

Linux Essentials
LPI, February 2023

Project+
CompTIA, September 2025

Cloud+
CompTIA, May 2024

PROJECTS

AI Automation
United States   2025 - Present
Exponential increase of productivity

- Use AI tools such as Claude Code to automate workflows with GitHub repositories, completing demanding tasks such as website creation and domain hosting.

SUMMARY

Military I.T. professional holding a Secret Clearance with 6 years of comprehensive experience and education in cybersecurity, networking, and helpdesk. Experienced in working with professionals from Southeast Asia and acting within cross-cultural considerations to accomplish sensitive objectives. Strong ability in coherently receiving, implementing, and managing executive policy regarding daily operations and short or long-term organizational goals.

EXPERIENCE

U.S Army   Joint Base Lewis McCord, United States
Military Advisor   09/2023 - Present
Higher Education

- Competently communicated with IT professionals from foreign countries in Southeast Asia to solve technology-based issues over the course of 6 months, while still respecting cross-cultural considerations and values to successfully achieve various business objectives in sensitive areas within Southeast Asia.
- Instructed over 12 foreign military soldiers with the use of a translator in analog and network communications, resulting in the accomplishment of field training exercises on 4 separate occasions.

US ARMY   Joint Base Lewis McCord, United States
Senior Information Systems Technician 09/2023 - Present
5th Security Forces Assistance Brigade

- Implemented and operated a fully functioning IT Help Desk ticketing system using Office 365 and the execution of company policies, resulting in over 1,100 unique user technology-related cases solved for a workforce of over 1,000 employees.
- Served as an Enhanced Trusted Agent for classified IT systems for two years, ensuring only authorized access to information systems in compliance with Department of Defense Instruction 8520.02 (Public Key Infrastructure) for a large workforce of over 600 employees.
- Possess hands-on experience in Cisco IOS, VMware ESXi, PaloAlto Firewalls, Redcom Call Manager, Harris MUOS, Trellisware TSM, Silvus MANET, and iDirect/Linkway Satellite modems as technical expertise.

US ARMY   Fort Hood, United States
Network Operations Center Engineer   04/2020 - 09/2023
11th Signal Brigade

- Professionally configure, maintain, and administer satellite internet connectivity and access in an austere environment, resulting in an over 99% uptime for a large workforce of over 100 users over a period of one month on over 10 separate occasions.
- Implemented cutting-edge technology solutions as a lead IT manager, overcoming resource challenges to enhance system performance for a defense organization.
- Implemented $20M in telecom equipment for a large workforce. Ensured quality checks and proper distribution to departments as per executive policy.

📄 PROJECTS

Elly Telecom

United States   07/2023 - Present

Technology company to empower daily AI use

- Developing comprehensive solutions that give people informational guides, general advice, consultation, and contractual work to enable AI in their respective use cases.

Server Hosting

United States   2021 - Present

Server configuration and administration

- Utilize VMWare ESXi, Windows Server 2019, and Ubuntu for hosting file sharing, VPN servers, and video game servers.