**Scott M. Laur – IT Specialist**

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**Summary**

IT Specialist with 27+ years in federal infrastructure and mission-critical systems. Expert in Active Directory and network engineering, SCIF operations, disaster recovery, and AI-driven automation. Cleared, adaptive, and trusted to deliver secure, high-impact deployments across government and enterprise while advancing innovation in emerging technologies.

**Core Competencies**

**Infrastructure & Security:** Active Directory · Windows Server · Exchange · SCIF · HSPD-12 · VPN
**Networks & Systems:** Cisco L2/3 · DHCP/DNS · Satellite Communications · Veritas Backup · VMware
**AI & Automation:
Vibe Coding · OpenAI · Gemini · Copilot · Claude · Render · Notion · Python · n8n · Custom GPTs
Voice and website Chatbots for Technical Support · Websites · Telegram Integration · Local LLM Deployment**
**Tools & Platforms:** PowerShell · SharePoint · PSIM · Lenel · JSON · Webhook Integrations · Windows Server & Desktop OS

**Professional Experience**

**Lead Social Insurance Specialist (Mission critical post, reassigned under duress)
*Social Security Administration - Full Time*
April 2025 - Present**

* **Manage high-volume caseloads for Social Security retirement, disability, and survivor benefits programs under complex regulatory frameworks**
* **Conduct detailed eligibility interviews and make determinations ensuring payment accuracy in secure federal systems**
* **Collaborate with regional offices and legal staff on appeals, hearings, and fraud prevention cases**
* **Interpret policy guidance to adjudicate claims while maintaining strict federal privacy standards**

**IT Specialist (GS-13, Step 6)**
*Social Security Administration — 2015 – 2025*

* Supported IT operations for the Office of Security and Emergency Preparedness (OSEP) across six federal sites, including SCIFs and the Incident Command Center (ICC)
* Maintained satellite communications and enterprise AD across multi-domain environments
* Supported 1Gb switch upgrades and nationwide print server migrations
* Configured the agency’s MASS emergency alert system for real-time comms across SSA
* Supported HSPD-12 integrations (badging, parking, physical access) and KeyWatcher systems
* Built and maintained documentation, knowledge bases, and internal training systems

**IT Specialist (GS-12)**
*Social Security Administration — 2009 – 2015*

* Maintained DEV/QA AD infrastructure and coordinated server upgrades across enterprise systems
* Supported Veritas Backup, SharePoint, and Change Auditor platforms
* Delivered training, documentation, and application team support

**Sr. Network Engineer / Sr. LAN-WAN Specialist**
*Federal Contracts (DoS, SSA) — 2002 – 2008*

* Deployed to 33 U.S. embassies and consulates to migrate networks from Windows NT to Active Directory for the Department of State worldwide and nationally for SSA.
* Served as team leader for multiple embassy upgrades; trained ambassadors, FSNs, and DoS staff
* Built and configured 30+ Windows servers and Cisco switches across global posts
* Provided remote migration support via tail circuits and coordinated with Advanced Technical Office
* Managed Exchange 2003/5.5, DNS/DHCP, security policies, and disaster recovery with Veritas and NTBackup
* Authored SOPs, migration playbooks, and help desk training materials

**Select Projects**

* **Print Server Virtualization** – SSA-wide migration to load-balanced architecture for 1,500+ clients
* **MASS Alert System** – Supported and maintained real-time federal emergency communication platform
* **DoS Embassy Migrations** – AD and Exchange upgrades across 33 global diplomatic sites
* **ICC/SCIF Support** – 24/7 command infrastructure across five regional centers and headquarters
* AI Projects (Full project tracker at [Portfolio](https://scottlaur.dev/projects.html))

**Certifications & Education**

**Training**

* **Windows Server / Active Directory Administration**
* **Ethical Hacking & CISSP**
* **MCSE Windows (training)**
* **Diplomatic Security / Cisco Layer 2/3 (Department of State)**
* **SharePoint Design (100+ hours)**
* **ColdFusion, NetPro, Veritas Backup, Change Auditor, and more**
* **RETS Technical Institute – Computer Electronics Certificate (1998–1999)**
* **Ameritrain – Windows 2000 MCSE Training**
* **Carroll Community College – CIS Certificate, Web Design, ColdFusion**
* **Dept. of State Foreign Service Institute** – LAN Migrations, Cisco L2/3, Diplomatic Security (2004)

**AI Certifications** | (Full certification tracker at [Portfolio](https://scottlaur.dev/aicerts.html))

* **UMD AI Certificate – University of Maryland**
* **Google AI Essentials – Google / Coursera**
* **Google AI Essentials Specialization – Google / Coursera**
* **AI for Everyone (Andrew Ng, DeepLearning.AI)**
* **Generative AI: Introduction and Applications – DeepLearning.AI**
* **Generative AI for Everyone – DeepLearning.AI**
* **Supervised Machine Learning: Regression & Classification – DeepLearning.AI**
* **Prompt Engineering for ChatGPT – Vanderbilt University / Coursera**
* **OpenAI GPTs: Creating Your Own Custom AI Assistants – OpenAI**
* **Discover the Art of Prompting – AI Learning Platform**
* **Stay Ahead of the AI Curve – AI Learning Platform**
* **Maximize Productivity with AI Tools – Google / Coursera**
* **Use AI Responsibly – AI Ethics Platform**
* **Introduction to AI – Google / Coursera**

**Legacy Roles (Condensed)**

* **IT Manager**, *East Coast Micro (2002)* – Desktop/server builds, client network support
* **Network Engineer**, *Innovative Consulting (2002)* – Small business IT, Exchange/SBS setup
* **Store Manager**, *Laur Information Technologies (1997–2002)* – Government IT contracts, hardware repair, IIS web hosting, Altigen PBX integration

Clearances

**Social Security Administration – Public Trust (High Sensitivity, Active)**
**Department of State** – Secret (Lapsed)
**Federal Aviation Administration** – Public Trust (Lapsed)