

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Dedicated worker with strong work ethic and the ability to establish long-term relationships with clients based on professionalism
7yrs experience as 25B Information Technology Specialist in US Army
2yrs experience in a SASMO section working with SAMSE1, SAMSE2, CASEE, PBUSE, and VSAT.
Network+ Certification
Held Security Clearance for entire military career
Exceptionally passionate and talented at customer satisfaction

SKILLS

- Interpersonal skills
- Team player
- Exceptional communication skills
- Customer service expert
- Secret Security Clearance
- Troubleshooting
- Organized
- Skilled multi-tasker

EDUCATION

Rialto High School
Rialto, CA • 2008

High School Diploma

WORK HISTORY

United States Army - 25B Information Technology Specialist

City, STATE • 03/2009 - 09/2010

One of the main operators of a tactical communications military vehicle
Trusted/chosen to go overseas for training and come back to teach
Performed other duties as required

United States Army - 25B Information Technology Specialist

City, STATE • 09/2009 - 10/2010

Created user accounts for incoming personnel
Managed accounts based on completed annual training
Received and Delivered faulty/damaged equipment to designated locations
Reimaged/updated government computers as needed
Set up government cell phones for incoming managers
Managed call flow and responded to technical support needs of customers.
Demonstrated professionalism and courtesy with customers at all times

United States Army - 25B Information Technology Specialist

City, STATE • 10/2011 - 02/2016

Created and Managed User accounts based on required annual training
Helped customers troubleshoot issues related to user accounts, PCs, network connectivity, software, peripherals and other equipment
Sent service requests to the appropriate department when needed
Worked in SASMO section helping set up/troubleshoot SAMS1E/2E Client boxes and floats.
Set up/updated CAISI and PBUSE for unit supply
Set up VSAT for different companies
Hand-made CAT5 cable on-the-spot if necessary
Conducted research to address customer concerns
Enthusiastically participated in job related training
Used ticketing systems to manage and process actions taken
Performed other duties as required