

JESSICA CLAIRE

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☎ (555) 432-1000

📍 Montgomery Street, San
Francisco, CA 94105

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

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

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