

# BRIAN RANGEL-CHACON

## Information Technology Specialist

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### PROFILE SUMMARY

Professional and motivated IT Specialist with 3 years of experience with Military/Government systems. Looking for a full-time employment in the civilian sector in order to enhance my skills and gain more experience and knowledge. Current DOD Secret Clearance

### CONTACT DETAILS

Mobile: (503) 470-9914  
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1630 E Main st Apt#103, Hillsboro OR, 97123

### ACHIEVEMENTS/CERTIFICATIONS

- Comptia Security Plus certified
- ETA Certified Fiber optic Installer.
- HIPAA certified.
- MC4(healthcare operating system) certified System Administrator course.

### PROFESSIONAL SKILLS

- Speak fluent Spanish
- Strong analytical skills
- Technical Support
- Help Desk experience
- Information Analysis
- Active Directory Management
- Windows 10
- Windows Server 2012 R2, 2016, 2019
- Troubleshooting
- PC Software and Hardware support
- Router and Switch Configuration
- MS Office
- Outlook, Word, Excell, PowerPoint
- Customer service

### EDUCATION HISTORY

#### Portland Community College

General Studies 2013-2014

- Pursuing degree in Information Technologies with an emphasis on Cyber Security

#### Westview High School

Class of 2013

- Advanced Placement Graphic Design  
- Advanced Placement Photography  
- Member of Varsity Wrestling Team

### EMPLOYMENT HISTORY

#### IT Specialist

Oregon Army National Guard | August 2017 - Present

- Researched, performed troubleshooting and resolved complex network device issues.
- Trained users in the proper use of hardware and software on monthly schedule
- Supervised and trained IT Staff in service, diagnostics, problem solving and other related protocol in a deployed environment.
- Performed troubleshooting and diagnostics for various internet and networking applications and devices, solving browser, network connection, and internet application issues, printing and scanning devices, to include Outlook, Remedy ITSM, and Active Directory.
- Responsible for tracking tickets using Remedy ITSM 7.6
- Managed 50 user Active Directory accounts
- System Administrator for MC4/ healthcare operating system

#### Immigration Liaison/Recruiting Assistant

Oregon Army National Guard | March-September 2019

- Met with family and enlistee to answer any questions as well as help the family gain a better understanding of life and opportunity of a soldier.
- Managed constant flow of newly enlisted soldiers, provided pre-basic combat training in how to be successful soldiers.
- Scheduled and coordinated creative and educational activities weekly.
- Responded to phone requests for information about our services by sending standardized information packet.
- Efficiently managed telephone calls, email and collected/sort mail.
- Planned and supervised all personnel travel arrangements including: air travel, ground transportation, and accommodations.

### MILITARY EDUCATION HISTORY

- Fort Gordon Cyber School of Excellence(25B IT Specialist School.)
- Comptia Network Plus, Comptia Security Plus, Fiber Optic Installer.
- MC4 System Administrator course.