Cameron Ware

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Professional Summary

Enthusiastic Help Desk L1 with six years of personal experience in building Gaming PC's and replacing iPhone Digitizers, and 10 years of customer service experience as a professional swim coach. Committed to gaining professional experience in the IT field in hopes to build a long-lasting, stable career.

Technical Knowledge

- PC Building
- Mobile Device Repairs
- Windows 10
- Mac OS
- Apple iOS
- Android OS
- Network Topology
- Software Installation and Configuration
- Install Windows Server 2016 on Virtual Machine (VirtualBox)
- OSI Model
- DHCP
- DNS
- POP3/IMAP4
- SMTP

Work History

Senior Development Coach, 2010 to Current
Rose Bowl Aquatics – Pasadena, CA
- Collaborated closely with a team of 18 coaches to lead a group of 500+ swimmers to become a top 25 swim team in the United States.
- Personally managed a group of 100+ swimmers, and helped develop multiple nationally ranked student-athletes.
- Held special events to promote camaraderie among teammates, families and community members.
- Worked with teammates, parents, and local businesses to help raise over $100,000 for the USA Swimming Swim-A-Thon each year from 2014-2019

Server/Host, 2012-2013
El Cholo Café – Pasadena, CA
- Familiarized guests with menu and daily specials, accurately recorded food and drink orders, and ran multi-course meals.
- Ensured optimal customer experience through excellent communication skills, a positive attitude, and being empathetic to their needs.
- Managed orders and financial transactions using digital POS system.

Professional Development

- CompTIA A+ (In progress)
- Set up Virtual Machine running Windows Server 2016 on home computer
- Currently building Network Topologies in Packet Tracer