

Christian Dee Perry JR

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- Information Technology Specialist (System Administrator)
- Skilled in inventory management and problem solving
- Strong work ethic
- Adaptable and positive

Education & Training:

- CompTIA A+
- High School Diploma- Morningside High School
- Tacoma Community College (Over 40 credits completed)
- Secret Security Clearance
- Skillport: CIO/G-6 NETCOM IA - 70-698 - Installing and Configuring Windows 10 Certification
- Skillport: CIO/G-6 NETCOM IA - 70-697 - Microsoft Specialist Windows 10 - Configuring Windows Devices Certification
- Forklift certification

Awards & Recognition:

- Three Certificates of Achievement for conducting mission above expectations
- Army Good Conduct medal for completing more than 3 years of honorable service
- Three Army Achievement medals

Work History:

April 13th 2020-Feb 5th 2021 IT Tier 2 Field Service Technician (Navy Contractor with Apex) 60 hours/week

As a Tier 2 Field Service Tech, my main responsibility was maintaining user's accounts and computers on the Navy network. I worked maintaining over 10,000 users on the Naval Nuclear Propulsion Information Network with the ship yard and overseas. This job had a unique mixture of network and hardware troubleshooting. I learned a lot and my IT experience has grown exponentially. My daily duties included:

- Creating & maintaining accounts in Active Directory
- Using Remote Desktop and MSRA to troubleshoot software and Outlook account creations
- Placing orders for replacement parts and physically replacing components such as motherboards, memory modules, displays, usb connections, cat 5e, and hard disk drives on laptops & Towers
- Running and replacing fiber connections for switches and in-wall drops

- Troubleshooting software
- Creating purebred accounts for encrypted phone access
- Troubleshooting MAC & iPhone issues.
- Re imaging over 500 computers bringing them to 1909 Win 10 operating systems
- Updating and closing out tickets using HPSM
- Configuring and setting up printers
- Configuring and setting up VOIP conference phones
- Troubleshooting Internet Explorer and PIV/CAC credentials association

Jan 10th 2019-Feb 6th 2020 (Sergeant E-5) Information Technology Specialist (System Administrator)
60 hours/week

Involuntary Mobilization for the U.S. Army Reserve to work on Fort Hood for one year as an Information Technology Specialist. Working alongside a GS10 civilian IT specialist giving me 2 years of GS09 equivalent experience on the job. My duties are to use the OSI model to troubleshoot network issues while having experience in use of NIPR/SIPR (Fort Hood US ARMY Network). My daily position was to be help desk for over 120 users on a classified and unclassified network. This has given me experience and knowledge in a wide range of skills from:

- Troubleshooting and operating applications such as Microsoft Office, Excel, Acrobat Reader DC, and Active Directory
- Running command prompt and command lines
- Certified Installer/Configuring Windows 10 operating system
- Updating Windows System
- Building and running Cat 5e & 6 cables for exercises
- System Administrator maintaining switches on classified and unclassified Networks using concepts such as DNS, DHCP, SSL, and TCP/IP.
- Imaging computers and tables with windows 1809 build
- Troubleshooting printers and connecting users to Network printers
- Using remote desktop to access users computers to update and/or troubleshoot issues
- Operating Video Teleconferencing Capability for classified and unclassified
- Operating and managing users accessing SharePoint & Share Drive
- Maintaining group policy on all connected devices in regard to Army Regulations
- TCO Telephone Communications Officer: Issuing I-phone/I-pads while showing users how to use the IOS and getting users the appropriate PKI certs for encrypted email capabilities
- Using SharePoint to access trouble tickets to handle customer issues

2014-2019 Inventory Control/Sales at Platt Electric Supply 40 hours/week

My position was responsible for efficiently selecting customer and branch orders from the warehouse ensuring that the correct number and type of product is shipped. This role gave me experience and knowledge in a wide range of skills from:

- Received daily stock with accuracy
- Maintained equipment and supply logs

- Received, issued and stocked supplies
- Properly shipped outgoing orders via UPS and Fed-Ex using customer accounts
- Handled stock shipments between branches
- Performed day to day operations including handling cash/debit sales
- Conducted forklift inspection along with operating safely on a daily basis.
- Provided exceptional customer service with product knowledge and awareness
- Processed special order items with lead time and average cost
- Conducted inventories and maintained logistic support programs
- Trained new hires on logistic computer processes
- Planned and organized annual sales events
- Designed and implemented alternate shipping methods

2014- Present (U.S Army Reservist) Information Technology Sergeant (E5) Less than 40 hours/week

As an Information Technology Sergeant, I'm primarily responsible for working with battlefield signal support systems and terminal devices. This equipment needs to run consistently in order for the Army to direct the movement of its troops.

- Maintain radio and data distribution systems
- Perform signal support functions and technical assistance for computer systems
- Provide technical assistance and training for local area networks
- Prioritize data to prepare reports
- Update lower enlisted soldiers on battalion policy changes and unit S.O.P.'s
- Maintenance for equipment, terminal devices, assigned vehicles and power generators
- Manage schedule of official duties
- Assist with management of personnel records (training room)
- Dispatch vehicles and conduct inventories
- Receive and issue stock supplies
- Repair and maintain small radio systems.
- Build and run Cat 5e for exercises
- IT Help Desk
- Maintain Users on U.S. Army Network on Joint Base Lewis-McCord

2010-2014 (U.S. Army Active Duty) Senior Lower enlisted soldier/Supervisor (Specialist E-4) 40 hours/week

As an active duty soldier, I coordinated and instructed soldiers to complete mission objectives. I was the primary advocate for the team's capabilities, soliciting and managing \$ 4,000 worth of equipment. I analyzed and resolved problems. I maintained a consistent high level of performance dealing with people and services requiring solid management, organizational, time management and negotiating abilities.

- Dispatched vehicles and weapons

- Performed inventory on safety equipment
- When elected to lead soldiers, completed tasks and details on Garrison to satisfaction
- Provided maintenance and operating skill for various vehicles along with trailers
- Executed security oriented training
- Handled supply logs and maintained equipment
- Maintained and repaired small tools and small arms weapon systems.