

## Profile

Thank you for taking the time to view my resume! I'm a dad, husband, and disabled Air Force veteran with a passion for tech. My family and I just moved to Henderson and I am looking to find work while I finish my bachelor's degree and beyond. I have 5 years of military experience (2015-2020), 2 of which had an emphasis on IT, as well as 6 months experience as an in-house desktop support technician. I'm great with friendly ticket resolution and can often find problems to difficult tasks with a bit of research and resourcefulness.

## Employment History

### Desktop Support Technician, APS Payroll, Shreveport

November 2020 — May 2020

- Provided quick and friendly help desk support for all IT related issues. In-person and remote via teamviewer.
- Personally assist IT Manager with IT project management and organization via Monday.
- Helps plan and execute network infrastructure projects such as running cables, switch configurations , punchdowns, and wireless access points.
- Key in enabling rapid employee transitions from on-site to remote work during COVID-19 and inclement weather.
- On/off-boarding with Active Directory. Manages access to resources following rules of least privilege, creates and disables user accounts.
- Single-handedly overhauled company IT asset management program. Migrated approx. 600 IT asset entries from Samanage to Asset Tiger allowing for increased accountability and check-out system for equipment.
- Led new "Zoom Room" conference technology enhancements. Planned, procured equipment, installed, and provided end-user training.

### Staff Sergeant | Administration & Executive Support, (Honorable Discharge) United States Air Force

May 2015 — May 2020

- Provided high quality support for command officers in regards to squadron functionality and program management.
- Project manager for multi-million dollar assets, human resources, administration, cybersecurity, and emergency management.
- Cybersecurity Liaison - squadron point of contact for network/hardware issues with a focus on physical & administrative control of US SECRET classified locations/materials.
- "Face of the squadron" - problem solver and go-to man in all manner of subjects.
- Leader and front-line supervisor of a diverse cast of Airmen

## Links

[Linkedin](#)

[Certification Validation](#)

## Skills

Customer Service

Problem Solving

Hardware/Software

Troubleshooting

Cybersecurity

Computer Networking

Windows Server

VLANs

Active Directory

Virtualization

Service Desk

IT Documentation

Advanced Technical Writing

Asset Management

Project Management

AWS

VMware

Nessus

VoIP

Team Cooperation

Leadership

Microsoft Windows

Microsoft Office

- Highly decorated - Diamond Sharp Award winner outstanding character and professionalism & 3 time Airman of the Quarter recipient for man-hour reductions, process improvements, and program overhauls | Air Force Achievement Medal x3, Commendation Medal, Joint-service Achievement Medal, International NATO Non-article 5 Medal all for outstanding service.

## Education

Computer Networks and Cybersecurity B.S., University of Maryland Global Campus

*November 2017 — December 2022*

93/120 Credits

3.2 GPA

General Studies A.A., University of Maryland Global Campus

*November 2020 — March 2021*

Degree completed and approved, awaiting commencement.

## Certifications

CompTIA A+

*January 2021 — January 2024*

CompTIA Network+

*March 2021 — March 2024*

CompTIA Certified Infrastructure Operations Specialist (CIOS)

*March 2021 — March 2024*

## Security Clearance

Active Secret

## Humanitarian

Orphanage , Gunsan, South Korea

*December 2016 — January 2017*

- Led an initiative to raise food for South Korean orphans with disabilities. We managed to procure over 4,000 pounds of food.
- Instigated volunteer initiative to help with orphanage functions and play with underprivileged kids with disabilities.
- Fostered positive US-S.Korean relationship.

Women's Shelter Restoration, Pristina, Kosovo

*April 2017 — October 2017*

- Assisted in fundraising for project.
- Participated in restoration efforts for a battered and abused Women's shelter.
- Fostered positive NATO/Kosovar/US relations.

DoD Fallen Soldier Re-icing Mission, Ramstein, Germany

*December 2019 — December 2019*

- Hand-picked for participation in the DoD's sole re-icing mission.
- Respectfully prepared fallen soldiers for dignified transfer back to their families.
- Profoundly humbling experience.

## **References**

Neil Soon | Mentor | Information Technology Executive Director from Sony Pictures

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MSgt Josiah Martin | 1B4 Cyber Warfare from United States Air Force

Josiah.martin.2@us.af.mil | 1-267-800-4117

MSgt Winsome Culley | Superintendent from United States Air Force

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Kyle Courtney | Network Administrator from General Dynamics Information Technology

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