Daniel Risko  
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d.risko@yahoo.com  
702-715-1283

WORK EXPERIENCE:

12/06/2016 – 07/05/2019

**Technology Field Support Analyst**, Business Technology Solutions, Hunt Companies, Honolulu, HI

Provides and documents all technical support and services to over 200 customers. Assessed and analyzed ongoing needs of the various management and support personnel recommending technical solutions to meet their requirements. Documents and tracks all local technology assets and their life cycles, including computers, networks, and mobile devices (Cell Phone, Tablets, etc.…), periodically manages new or continuous technology projects.

Monitors and analyzes all local support (hardware/software) requests and ensures that it’s sent to the correct division for approval and payment. Makes decisions to redirect requests efficiently, including troubleshooting and resolving the issue personally while working directly with the customers or thru the corresponding support / helpdesks and escalated tier 2 or tier 3 support.

Documents, and tracks all local technology assets and life cycle: warranties, and support. Provides recommendations for storage, replacement, and disposal.

Monitors and analyzes all technology use (Cell Data, Bandwidth usage). Communicates and coordinates training for users on system use, policy, procedure, and on the most efficient ways to use technology and reduce overall cost.

Assist Higher Technology Tiers on special projects and makes recommendations for innovative technology solutions. Coordinates support for hardware, software, and telecommunication services with various businesses entities.

04/26/1993 - 02/28/2013  
**Chief Petty Officer,** U.S. NAVY

Last duty assignment NCTAMSPAC Honolulu, HI. Led 15 personnel in various building projects. Manager of the Command’s Self-Help Department. Accountable for $100K worth of equipment. Responsibility included issuing tools for office self-help projects and building project requirements to office specifications via work orders. Provided guidance to staff on the shelving and restocking of material as they were returned. Maintained the inventory on the computer system database. Responsible for the safe working environment for the Sailors tasked with various building and base projects. Managed Command Motor Pool consisting of 10 electric and gas vehicles. As the budget for Self-Help was reduced, remained fiscally responsible with the inventory of tools, equipment, vehicles and procurement of supplies.

Manager provided guidance to Sailors that were no longer capable to work within their designated rate for various reasons. In some cases, assisted Sailors in requesting reassignment so they can remain in the Navy. In other cases, provided the support and information for the Sailors to request reinstatement to their designated rates. Some Sailors needed to be processed out of the Navy; researched Navy Instructions, communicated with the Personnel Support Detachment, and submitted correspondence to the Command’s Administrative office to ensure that the Sailors out-processing requirements were completed by due dates.

EDUCATION:

07/25/2015

Bachelors of Science in Homeland Security

University of Management & Technology, Arlington, VA, United States

01/26/2009   
Associate of Science in Information Technology  
University of Management & Technology, Arlington, VA, United States

05/11/2020 - Current  
Computer Information Specialist

Asher College, Las Vegas, NV, United States

CERTIFICATES:

10/22/2020

COMPTIA A+

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04/09/2019

COMPITA Network+

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02/02/2019

COMPTIA Security+

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