* U.S Veteran with a strong background in Information Technology.
* Outstanding performer with record of military achievement coupled with the ability to build and direct people through leadership, creativity, effective training and motivation.
* Exceptional interpersonal, communication and public relations skills, that allows the development of strong rapport with individuals on all levels.
* Task oriented, mission accomplishment driven, highly motivated to succeed individual.
* Former Top-Secret Security Clearance

Education

**DeVry UNIVERSITY**, Las Vegas, NV

Bachelor’s Degree Computer Information Systems – *Computer Forensics*

**Keller School of Management**

Master’s Degree Computer Information Systems Management- Networking

Technology Summary

|  |  |
| --- | --- |
| General: | Application development, PC Repair, Upgrades, Networking, Investigative Techniques, Cyber Security |
| Systems: | Windows NT/2000/XP/7/10, UNIX/Linux, Mac OS, Windows Server R2 |
| Databases: | Oracle, Relational Databases |
| Languages: | C++, COBAL, Java, MySQL, HTML, C# |
| Software: | MS Project, MS Visio, MS Office, Adobe, MS Outlook, FTK, Cisco Communication Manager, Wire Shark, Nmap, Nessus, VM Ware. |

Professional Experience

**Experimental IT**

**April 2019 – Present**

***IT Consultant/System Administrator***

* Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems
* Respond to queries either in person or over the phone; maintain daily performance of computer systems, performs audits, run reports to determine malfunctions
* Install computer peripherals for users; perform inventory control including asset-tagging of hardware
* Install, modify, and repair computer hardware and software; run diagnostic programs to resolve computer issues.
* Follow up with customers to ensure the issue has been resolved.
* Maintained Active directory
* TCP/IP Trouble Shooting; VoIP Trouble shooting and maintenance
* HIPPA Compliance/ Maintenance
* Network Security and Fire wall management
* Windows Server and Wireless access management and setup

**CSANDSC**

**July 2017 -April 2019**

***IT Consultant***

* Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
* Respond to queries either in person or over the phone; maintain daily performance of computer systems, performs audits, run reports to determine malfunctions that continue to occur.
* Install computer peripherals for users; perform inventory control including: asset-tagging of hardware.
* Install, modify, and repair computer hardware and software; run diagnostic programs to resolve computer issues.
* Gain feedback from customers; follow up with customers to ensure the issue has been resolved.
* Maintained Active directory
* TCP/IP Trouble Shooting and VoIP Trouble shooting and maintaining.
* Hippa Compliance
* Network Security

**Intellimind**

**November 2016- July 2017**

**Customer application support officer worked 40+ hours a week**

* Instrumental in the company’s development on to salesforce.
* Developed Helped maintain databases for clients and performed MySQL programing.
* Technical publication drafting of projects.
* Developed programs in C#.
* Gain feedback from customers; follow up with customers to ensure the issue has been resolved.
* Acted as product liaison for major company products.
* Diagnosed and resolved technical software issues.
* Researched and resolved technical issues.

**One Nevada Credit Union**

**December 2015- September 2016**

**Technical Support Specialist**

* Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
* Respond to queries either in person or over the phone; maintain daily performance of computer systems.
* Install computer peripherals for users; perform inventory control including: asset-tagging of hardware.
* Install, modify, and repair computer hardware and software.
* Gain feedback from customers; follow up with customers to ensure the issue has been resolved.
* Worked with Independent software vendors as Product liaison to solve technical issues
* Diagnosed and resolved technical hardware and software issues.
* Researched and resolved technical software and hardware issues.
* Maintained Active directory.
* Setting up and maintaining of VPN access.
* Setting up and maintenance of Cisco VoIP System.
* TCP/IP Trouble shooting
* Upgrading legacy equipment and software
* Monitor network
* Troubleshooting and repair of PC’s, servers and Network equipment.

**DeVry University**

**July 2015 -December**

***IT Help Desk Technician***

* Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
* Respond to queries either in person or over the phone; maintain daily performance of computer systems, performs audits, run reports to determine malfunctions that continue to occur.
* Install computer peripherals for users; perform inventory control including: asset-tagging of hardware.
* Install, modify, and repair computer hardware and software; run diagnostic programs to resolve computer issues.
* Gain feedback from customers; follow up with customers to ensure the issue has been resolved.

**Pleasant Valley Mobile Homes**

**May 2011 - November 2011**

***Lead Security Officer***

* Trained several security guards and have implemented several procedures to make park safer and more secure.
* Scheduled several security guards.
* Patrolled property and controlled access of property.

**United States Marine Corps**

**October 2005 – October 2010**

***Night Crew Supervisor***

* Monitored and advised correspondences, drafting/publishing's; as well as, distributed directives and correspondences to
* multiple shops from higher headquarters.
* Maintained responsibility of over five different aircraft and supervision of daily maintenance tasks
* Delegated administrative procedures in order to establish, direct and supervise administrative function to multiple Marines.
* Worked with electronic warfare.