Jose Perez

Seattle, WA 98178

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Adept at working in wide range of inside and outside environments to deliver services to

customers. Capable of setting up system components and network settings. Good

documentation and time management abilities.

• Documenting activities

• Troubleshooting problems

• Device Imaging

• Installing devices

• Customer service

DEVICE TECHNICIAN | 02/2020 to 03/2020

Sho-Air International – Tukwila, WA

• Imaged Microsoft Surface devices (laptops, tablets, hubs)

• Managed user device accounts

• Ensured devices were ready before shipment

• Kept track of inventory using SharePoint

NODAL NETWORK SYSTEMS OPERATOR | 02/2017 to 11/2019

Army - Joint Base Lewis-McChord, WA

• Installed and configured new devices and system components.

• Investigated and resolved customer complaints to foster satisfaction.

• Conducted training and change management processes to improve operations.

• Worked closely with network administrators and server engineers to ensure quality service.

CRYPTOLOGIC LINGUIST | 06/2015 to 02/2017

Army - Monterey, CA

• Became proficient in Arabic, with a specialization in Levantine Arabic

• Prepared and presented translations or transcription of communications.

Consulted specialized dictionaries, thesauruses and reference books to identify closest

equivalents for nuanced terminology, words and phrases.

• Conferred with subject matter experts and other colleagues to establish precise

understanding of specialized concepts and translate appropriately.

University of Maryland - University College - Online | Some College (No Degree)

Computer Science

• Graduated top of my class in job training as a Nodal Network Systems Operator with a 97%

average in the Army

• Maintaining a 4.0 GPA in college