Sean Chappell

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# Objective

* Accomplished Information System Tech seeking to utilize 6 years of experience and skills to provide excellent support to IT management and end users.

# Education and Awards

* Credit Recommendation from American Council on Education for IT
* Secret DOD clearance awarded by United States Navy
* 2 Naval Achievement medals
* Sailor of the Quarter 3rd quarter 2013
* Sailor of the Year 2013

# Skills & Abilities

* Ability to troubleshoot and fix over 200 assets
* Manage security groups and networks
* Implement controls and security procedures
* Ability to maintain over 500 user accounts across multiple networks
* Excellent leadership skills
* Organized self-starter able to work well with others or individually
* Proficient in troubleshooting Windows XP, Windows 7, and Windows 10
* Experienced in running and connecting media lines with repeaters to extend endpoint terminals
* Sufficient network administrative duties involving creating, deleting, transferring accounts, and compartmentalization of network information

# Experience

## Field service tech | at&t | Feb. 2018 – dec. 2018

* Troubleshoot and remedy computer, network, printer, and accessory problems for Naval Air Station Whidbey Island with over 3,000 unclassified network users and over 2,000 classified network users

## field service representative | pearl | april 2016 – oct. 2016

* Accountable for the integration of cutting edge technology in support of the Department of Defense operations ongoing in forward operating environments by providing geo-rectified, high resolution imagery to customers throughout the area of responsibility
* Maintain 3 airborne collection systems along with a standalone 352 terabyte imagery archive valued in excess of $10,000,000
* Completed the collection of over 2 million individual, high resolution images equivalent to 40 terabytes of data with a dissemination timeline to the requestor in less than 24 hours for each request

## information system tech | u.s. navy | 2011 – dec. 2015

* Received and reconciled over 2,000 trouble calls across three networks and four countries that included boot loop issues, JAVAscript errors, local profile deletions, reimaging, internet and Microsoft Outlook complications resulting in 100% mission capable status
* Was the go-to subject matter expert for organization in regards to security, network connectivity issues, and computer problems
* Single point of contact for ordering, tracking, and replacing cartridges for 26 printer assets and three copier assets
* As Command Message Traffic Manager: sorted, distributed, and released 5,304 messages for the organization
* Entrusted with handling, distribution, and destruction of classified material on a daily basis
* In charge of moving, creation, and reactivation of over 400 user accounts across no less than two networks at any given time
* Laid and connected over 3,000 feet of cat5/cat5E