**PROFESSIONAL SUMMARY**

Michael Freeman is recent graduate of Edmonds Community College who received his Associates of Science with an emphasis on Digital Forensics, Cyber Security, and Anti-Terrorism. While there, he received certificates in Cisco Network Engineering and Cyber Security. Michael currently holds a CompTIA Security+ certification, is pursuing a CompTIA A+ Certification, and also has 8 years of experience providing Help Desk and Desktop Support in the U.S. Army and National Guard. He also has 2 years of experience working at Comcast as both a Cable Installer and an IT Support Technician. He is looking to work in Help Desk/Desktop Support capacity in an enterprise environment.

**PROFESSIONAL CERTIFICATIONS**

* CompTIA Security+ CE
* CompTIA A+ (In Progress)

**EDUCATION**

* Edmonds Community College – Associate of Science Degree; Graduation Date: February 2018
  + Focus: Digital Forensics, Cyber Security, and Anti-Terrorism
    - Certificate: Cisco Network Engineering
    - Certificate: Cyber Security

**TECHNICAL SKILLS**

* Microsoft Office Suite
* Microsoft VISTA, 7, AND 8
* Hardware/Software Troubleshooting
* Ability to work under pressure
* Cisco Servers, routers and switches
* Time management/attendance

**PROFESSIONAL EXPERIENCE**

**US Army and National Guard, Germany and Afghanistan 06/10 – 02/18**

**Communications Equipment Operator/Maintainer**

* Provided IT support for the entire base
* Assisted customers having hardware, software and networking issues
* Track customer issues and resolutions using special military ticket tracking program
* Troubleshooting all systems on a daily basis
* Deployed satellite dishes, radios, Cisco VoIP phones, modems and routers on the battle field
* Set up secure Lan and VoIP networks at remote locations, leading client/server configuration and performance tuning of crucial infrastructure to ensure seamless military operations

**Comcast, Lynnwood, Washington 12/14 – 12/15**

**IT Support/Repair Team**

* Investigated reported issues and walked customers through scripted protocols
* Escalated service questions to subject matter experts for phone and modem issues
* Maintained a calm demeanor during every phone call
* Researched client issues to resolve complaints promptly
* Maintained up to date knowledge of all company products, service procedures and offerings

**Prince Telecom, Seattle, Washington 01/14 – 08/14**

**Comcast Cable Installer**

* Answered questions regarding the Comcast products and resolved problems
* Escalated industrial strength cable lines to local contractors in a timely manner to ensure customer satisfaction
* Assisted customers having hardware, email, and networking issues at their homes
* Fixed Comcast cable TV boxes, modems, and phones