**Top of Form**

**Chad W. Swanson**

**780 Lehigh Rd Venice, FL 34293**

**chad.whalen.swanson@gmail.com**

**615-946-3424**

Over 29 years in a broad range of highly technical and security-focused career fields such as Operations Manager, and Site Surveyor in combat zones; most recently as an IT Technical Support Manager.

**WORK EXPERIENCE**

**Member Service Representative**

Planet Fitness, 4141 S Tamiami Tr, Venice, FL 34293

November 2020 – present

Greet members, prospective members, and guests, providing exceptional customer service.

Handle all front desk related activities including, but not limited to:

Answering phones in a friendly manner and assisting callers with a variety of questions.

Checking members into the system.

Providing prospective members tours of the facility.

Signing-up new members.

Keep the gym and all equipment extremely clean and in good working order

Facilitate needed updates to member’s accounts.

Respond to member questions and concerns in a timely and professional manner

**Help Desk Manager, Retail**

Smile Direct Club, 414 Union St Ste 800 Nashville, TN 37219

June 2018 to July 2020

Lead team members to ensure timely resolution to problems across the organization, assigns work as needed, and tracks trends and issues that may need to be escalated to upper management. Develop and present support metrics reports on a regular basis.

Oversee the technical deployment and support of a fast growing retail environment; from 35 shops in 2017 nationally to over 400 globally in 2020; a 2.5 year period.

Oversee work schedules and on-call rotations to ensure all operational hours are supported.

Manage team members development for optimal performance through mentoring, training, and ongoing development plans and encourage continuous service improvement initiatives.

Manage the help desk support knowledge base and knowledge management best practices.

Establish and monitor Service Level Agreements for all elements of help desk services.

Ensure technicians serve as the customer's advocate and liaison with other support teams and tiers, and assist as a member of the support team in resolving technical issues.

Work with Talent Acquisition to address staffing needs and interviews during the hiring process.

**Help Desk Team Lead (Retail)**

Smile Direct Club, 414 Union St Ste 800 Nashville, TN 37219

December 2017 to June 2018

Escalation point for Help Desk Technicians and provide technical guidance

Assist in identifying and documenting resolution gaps within the help desk

Ticketing Systems: Atlassian Jira with Confluence Knowledge Base

**Information Technology Support Technician**

Essex Technology Group, 455 Industrial Blvd, Laverne, TN 37086

October 2015 to November 2017

Provide Tech Support to 80 regional Bargain Hunt retail stores

Ticketing Systems: Service Now and Atlassian Jira

Installation of retail store information systems: Point-of-Sale (POS) computers and credit card readers, server, firewall appliance, all associated networking equipment

Administrator: Kaspersky Security Center, Dell Sonicwall firewalls, Nagios, credit card readers

**PC Technician,** August – October 2015

Insight Global (Genco)

PC technician configuring Dell devices according to work orders

**Force Protection Advisor,** September 2011 – April 2015, Afghanistan

SAIC, 6725 Odyssey Dr, Huntsville, AL 35086

Provide direct technical and logistical support to Army commanders.

**Field Service Representative,** February – September 2011, Iraq and Afghanistan

Raytheon, 401 Jan Davis Drive, Huntsville, AL 35086

Maintain tactical optical sensor systems on mast assemblies and AEROSTAT aerial platforms.

**Operations Manager,** March 2008 to June 2010, Iraq

Computer Sciences Corp., 310 The Bridge St, Huntsville, AL 35086

Managed a multi-disciplined team to include FSR's (Field Service Reps), Generator Mechanics, Logisticians, and subordinate managers; maintain tactical optical sensor systems on mast assemblies and AEROSTAT aerial platforms.

**Air National Guard**, Robins AFB, GA, November 2005 to April 2008

Performed the duties of flight line Communication/Navigation technician

**Engineering Technician III,** January 2005 to January 2008

Support Systems Assoc. Inc.(SSAI), 800 Park Dr, Warner Robins, GA 31088

Direct Special Operations Forces aircraft support: intermediate and depot level avionics technician.

**F-16 Equipment Specialist, GS-1670-11,** January 2001 to December 2004

Department of the Air Force

Support Major Command and subordinate units with technical expert advice, informal and over-the shoulder on-the-job training, technical assistance and training in troubleshooting faulty avionics and weapons systems on F-16 fighter aircraft

Subject matter expert while assigned to F-16 military units.

**Avionics Technician, Journeyman,** March 1991 to December 2000

**United States Air Force**

Intermediate and organizational (flight line)maintenance and repair technician on: C-141B aircraft assigned to McGuire AFB, NJ, MC-130H Combat Talon II and MH-53J PAVE LOW III at RAF Mildenhall, UK, C-130Es at Pope AFB, NC, F-16C/D aircraft at Cannon AFB, NM

**FORMAL EDUCATION**

Associate in Arts, General Studies, University of Maryland, 1998, GPA 3.43, 60 semester hours.

Associate in Science, Avionic Systems Technology, CCAF, 1997, GPA 3.43, 60 semester hours.

TECHNOLOGY CERTIFICATIONS

Microsoft Certified Professional: #F139-8879, Installing/Configuring, Administering Windows Server 2012 R2; 27 December 2014

ITIL, Information Technology Infrastructure Library: #5251638.20354976, 29 December 2014

**SPECIALIZED TRAINING**

USAF Special Operations School, Introduction to Special Operations, diploma

Professional Military Education, Airman Leadership School, diploma

Hazardous Waste Management Training, Resource Conservation and Recovery Act, certificate

Total Quality Management, Quality Air Force Leaders Course, 24 hours

Avionics Work Center Advanced Management Course (7-level school), 80 hours

Technical Training, Avionics Guidance and Control Systems Specialist, 1086 hours

Field Training, Automatic Flight Control Test Station Operator, 36 hours

Field Training, C-141 (back-shop) Instrument System Technician, 52 hours

Field Training, Fuel Savings Advisory System (back-shop), 50 hours

Field Training, C-141 Automatic Flight Controls Technician, 108 hours

Field Training, MC-130H Avionic Guidance and Control Systems Technician, 72 hours

Field Training, H-53 Helicopter Automatic Flight Control System Technician, 42 hours

Field Training, C-130E/H Instrument Systems Technician, 60 hours

Field Training, C-130 E-4 Automatic Flight Control System Technician, 48 hours

Field Training, AN/ARC-186 (back shop) VHF Communication System, 42 hours

Field Training, F-16C/D Integrated Avionic Attack and Fire Control, 184 hours

Field Training, F-16C/D Integrated Avionic Instruments and Flight Control, 102 hours

Field Training, F-16C/D Integrated Avionic Comm/Navigation Penetration Aids, 154 hours

Field Training, F-16C/D Common Configuration Implementation Program, 80 hours

Field Training, E-8C J-STARS Communication/Navigation, 192 hrs