**Timothy H. Hodgens III**

Winter Garden, FL 34787 **|** Cell Phone: 808-344-1089 **|** Email Address: [timmyhodgo@yahoo.com](mailto:timmyhodgo@yahoo.com)

**Work Experience: .**

**American Airlines April 2018 – September 2020**

* IT Operations Help Desk

Provide first level support and troubleshooting

Hardware and Software support for over 1400 applications

Provide high-quality customer service in a help desk environment

Provide resolutions to issues or escalate incidents to proper application teams

Assist in documenting and managing high severity incidents

Assist with updating documents for the Training Department

Provide coverage for Supervisors and Management

**Best Buy August 2015 – September 2018**

* Geek Squad Advanced Repair Agent

Intermediate and advanced computer troubleshooting

Hardware and Software computer repairs and installations

Communicate with clientele and staff

Resolve any issues clients have pertaining to their devices

* Merchandising/Inventory

**Arizona / Hawaii Army National Guard** **March 2013 – November 2017**

* Specialist (E-4), 25B – Information Technology Specialist

Setup and Maintain networks, both hardware and software

Provide customer and network administration services

Plan and lead developmental training courses

Coordinate with Staff Officers to plan, prepare and execute missions

**Royal Hawaiian Guard**  **September 2010 – March 2014**

* Kakiana (Sergeant)

Conduct traditional Hawaiian ceremonies in honor of Queen Keopuolani’s

Honor the interred King, Queens, and high Ali’i of Hawaii

**Education: .**

**Fort Gordon Signal School of Excellence** **March 2014**

* 25B (Information Technology Specialist) Army Training

Network Configurations involving Routers, Servers and Switches

**Henry Perrine Baldwin High School** **May 2013**