**John V. Lillie Jr**

3057 NE Overlook Dr., #1417

Hillsboro, OR 97124

(907) 231-9432

**Summary**

Recent University of Alaska graduate offering a background in IT combined with excellent customer service skills. Ability to work in both team and independent settings. Proven ability to diagnose, troubleshoot, and resolve technical problems. Proficient in a range of computer systems and a strong working knowledge of software, hardware, networking, operating systems, and security applications.

**Education**

Associate of Applied Science in Computer and Networking

Graduation: May 2020

University of Alaska Anchorage

Anchorage, AK

Relevant Coursework: PC Architecture & Building, CCNA 1-4, PC Peripherals/Storage/A+ Certification, Cisco Security, Computer Technical Support, Local Area Networks, Introduction to Information Security, Industry PC Configuration Essentials, Server Operating Systems

**Technology Summary**

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| --- | --- |
| Certifications: | Certified PC Pro, Certified Network Pro |
| Operating Systems: | Windows, Linux, Mac OS X |
| Networking: | LANs / WANs / SANs, TCP / IP, VoIP, DNS, HTTP, Wireless / VPN Architecture, Cisco Routers & Switches, Cisco IOS, Active Directory |
| Hardware: | Desktops, laptops, printers, routers, switches |
| Software: | MS Office |

**Employment History**

7/2017 – 5/2018

Cargo Agent

Ravn Air Cargo

Anchorage, AK

Job duties: Basic computer support, provide customer service in-person and via phone, prepare packages to ship, load planes, clerical support.

8/2015 – 4/2017

Prep Cook

Herm’s Inn

Logan, UT

Job duties: Basic prep cook duties including cut vegetables, prep French toast, cook bacon, make guacamole, make salsa, make pico, cut potatoes, make jam, kitchen clean-up, stock kitchen, cut fruit.

6/2015 - 8/2015

Landscaper

Sunshine Garden Services

Anchorage, AK

Job duties: Basic landscaping duties including mow lawns, wood chips, weed removal, trim grass, shovel rocks.

6/2015 - 8/2015

Landscaper

Alaska Premier Services

Anchorage, AK

Job duties: Basic landscaping duties including leaf removal, mow lawns.

5/2014 - 11/2014

Precast Laborer

Exclusive Paving

Fairbanks, AK

Job duties: Tie rebar, set up forms, smooth out concrete, drive forklift, clean shop.

7/2013 - 11/2013

Precast Laborer

Exclusive Paving

Fairbanks, AK

Job duties: Tie rebar, set up forms, smooth out concrete, drive forklift, clean shop.