|  |
| --- |
| William Mac  (626) 863-2726 · wmac301@gmail.com  Moving from California to Oregon |
| An adaptive, open-minded technician with experience in troubleshooting, wiring, low voltage, and surface level, everyday IT concepts. Currently working on his Cisco Certified Network Associate certificate (CCNA). Constantly strives to be open-minded and flexible. |

# Relevant Experience

|  |
| --- |
| Nov 2017 – OCT 2020Field Technician III, Charter / Spectrum Communications Assisted customers with the installation and repair of residential internet, TV, and voice services. Performed troubleshooting on customer computers and devices. |
| DEC 2016 – OCT 2017Assistant manager, GEN Korean BBQ Restaurants Established an all-you-can-eat restaurant, while maintaining an inspection rating of ‘A’. Directly oversaw scheduling, hiring, inventory balancing and training. Sep 2016 – MAR 2017Teller, JPMorgan Chase & Co. Processed deposits, withdraws, transfers, and assisted customers with general financial tasks. Handled large sums of cash while maintaining security measures. Sep 2012 – Feb 2016Operations specialist: Third Class, United States Navy Gathered, processed, tracked, evaluated, and rapidly disseminated information within a maritime environment. Directly supervised and trained 8 personnel. |

# Education & Certifications

|  |
| --- |
| Dec 2020 (expected)Cisco Certified Network Associate (CCNA), Cisco |
| sep 2006 – jun 2010Diploma, John A. Rowland High School |

# Skills

|  |  |
| --- | --- |
| * Customer Service * Coaxial & UTP Cabling * Team Player | * Windows Platform * Troubleshooting * Written and Verbal Communication |