Thomas Green

Raiford, FL ▪ (904) 210-0649 ▪ [tomgrn65@gmail.com](mailto:tomgrn65@gmail.com)

**IT TECHNICIAN**

Customer Service oriented professional seeking an IT Support Technician role to apply knowledge and training gained through the Computer User Support Specialist course at ACI Learning. Trained in Windows 10 and network user support as well as hardware failure resolutions.  Skilled in effective communication as a means to identify, document and resolve technical issues. Currently pursuing CompTIA A+, Network + and Security + certifications.

**SKILLS & ABILITIES**

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| * Customer & Client Service | * Windows 10 & Office 365 | * Prioritization |
| * Technical Support | * End User Support | * Software & Hardware |
| * Great customer service | * Network Management | * Backup & Recovery |
| * Configuring Software | * Operating Systems | * LAN/WAN/VLAN/Wi-Fi |
| * Help Desk & Ticketing | * Analytical Skills | * Data Management |
| * resolve basic technical issues | * problem solving | * Active Directory |

**EDUCATION & CERTIFICATIONS**

**Computer User Support Specialist Program** | ACI Learning | Jacksonville, FL **2021 Graduate**

**Bachelors of Science in Criminal Justice |** St. Leo University | St. Leo, FL **2013 Graduate**

**Private Investigator** |Department of Agriculture |State of Florida **2002 Licensed**

**Professional Certifications** (In Progress): ITIL v4 | CompTIA A+, Network+, & Security+

**PROFESSIONAL EXPERIENCE**

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| **Senior Field Investigator|** Insight Service Group, ISG| Jacksonville, FL | **Mar 2019 - Present** |

Field surveillance for possible fraud cases, gathering video and other information for client to verify information on fraud. 2 year of help desk with co-workers with issues PAYCOM and IOPS a program for investigative reports and video.

**Field Investigator |**Command Investigation |Jacksonville Fl - Lake Mary, FL **October 2016 to March 2019**

Field surveillance for possible fraud cases, gathering video and other information for client to verify information on fraud.

**Field Investigator** |Brumell Investigation | Jacksonville, FL **May 2016 to October 2016**

Field surveillance for possible fraud cases, gathering video and other information for client to verify information on fraud.

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| **Sales Associate |**Dollar General | Raiford, FL | **Feb 2016 - May 2016** |
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* Helped with loss prevention, ran the cash register, and made sure all sales were accurate, put-up stock.
* With all my efforts it resulted in a great positive change in the store.

**Correctional Probation Officer |**Florida Dept. of Corrections | Orange Park, FL **July 2014 to October 2015**

* Assists offenders in securing jobs, maintains contacts with business organizations and employment agencies, and arrange for employment interviews.
* Counsels and refers offenders to specialized treatment services at guidance clinics, mental health clinics, and related organizations.
* Represents the Department of Corrections in all probation revocation hearings for inmates assigned to caseload.
* As a result, 95% of offender on my caseload did not re-offend and are law abiding citizens in our society.

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| **Corrections Officer |**Florida Dept. of Corrections | Raiford, FL | **Dec 2007 - Aug 2011** |
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* Daily managed at least 75 prisoners in a housing unit, or during work or recreational activities, according to established policies, regulations, and procedures, to prevent escape or violence. Conducted head counts to ensure that each prisoner is present.
* Inspected conditions of locks, window bars, grills, doors, and gates at Florida State Prison to ensure security and help prevent escapes.
* Conducted Searches of prisoner cells contraband, such as weapons or drugs.
* Which did result in 100% compliance of rules and regulations.

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| **Operation Specialist E7 |** United States Navy *|* Norfolk, VA **Feb 1987 - May 2007** | |  |
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Directed an organized maintenance inspection of all the naval ships in Norfolk, Va. area, including physical security and safety of employees, facilities, and assets, between 56 ships and over 300 work centers. Had Top Secret Clearance.

* Analyzed and evaluate maintenance operations to identify risks or opportunities for improvement through auditing, review, or assessment.
* Investigated all types of maintenance mishaps and develop a plan to fix maintenance issues and problem, taught individuals how to properly do preventive maintenance.
* With my last four years in the Navy directing an organizing maintenance inspection resulted in a 93% success rate on all maintenance inspection passing on first inspection.
* Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
* Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
* Documenting/Recording Information — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.