Keith M. Dickerson

**Consumer Relationship Specialist |Network Engineer | Enlisted Solider | Security Clearance**

*3230 W Ave J6 ♦Lancaster CA 93536♦ mario.dickerson@icloud.com ♦310.492.1303*

**Educational Experience:**

Hollywood Magnet High School| High School Diploma Attained

**Technical Training:**

Network Devices | EIGRIP | Active Directory | Cisco | Microsoft Exchange | Microsoft Suite | Wireless Technologies

**Professional Experience:**

**ARMY NATIONAL GUARD**

***25-B Information Technology Specialist 08/2013-Current***

* Experience with Microsoft, Office 365,
* Experience with VMware, Microsoft Hyper-V virtual infrastructure administration and management
* Network administration; installation and configuration of network devices (routers, switches, firewalls, etc.); and the installation/configuration/implementation of operating systems
* Installation, configuration, troubleshooting, and repair of computer systems & components; fundamental and advanced configuration of Local Area Networks

**COKE-A-COLA**

**Account Coordinator 08/*2019-Current***

* Research and resolve issues for customers, business partners and company associate in order to expedite service.
* Contact customers in order to confirm service or order.
* Create and maintain partnerships with customers, clients or third-party service providers.

**TERRANEA RESORT AND SPA**

***Resort Concierge Management 04/2017-08/2019***

* Complete guest requests in a timely and efficient manner to ensure guest satisfaction
* Ensure optimal cleanliness and service standards for guests
* Knowledgeable of all duties available to housekeeping-worked morning, evening and overnight

**SPRINT**

***Sales Manager 02/2015-04/2019***

* Aid Sprint and affiliate customers in regard to billing/technical support
* Acquire training in software/hardware development, marketing, promos
* Managed cash deposits/logs, POS system, communication logs.
* Receive, ship, and conduct inventory adjustments
* Using Microsoft excel to confirm invoices, delivered purchases, input inventory and create track sheets of variances, mark-ups/downs, etc.