Arbie Walker III

### Technical Support Representative

[walkerarbie@yahoo.com](mailto:walkerarbie@yahoo.com) 

954-867-6366 

Las Vegas, Nevada, USA  [linkedin.com/in/arbie-walkeriii](https://www.linkedin.com/in/arbie-walkeriii/)

Certiﬁed IT professional with 5 years experience with the ability to diagnose and resolve technical issues. References available upon request.

**EDUCATION**

**Bachelor of Science in Cybersecurity and Information Assurance**



Western Governors University

Anticipate graduating in 2023

## Technical Diploma in Applied Cybersecurity

### McFatter Technical College

Graduated in 2017

## High School Diploma

### Stranahan High School

Graduated in 2011

# SKILLS

Proﬁcient in assembling and disassembling hardware Install virtual and physical machines

Diagnose and repair peripheral devices Troubleshoot basic oﬃce networks

Diagnose and support end-user access to applications and data Implement cybersecurity controls to mitigate risks to the network

**CERTIFICATIONS**

COMPTIA A+ Certiﬁcation

ITIL Foundation Certiﬁcation V3

**WORK EXPERIENCE**

**Apple Tier 1 Technical Advisor**



Kelly Services

*08/2019 – 04/2020*

***Daily tasks***

Assisting customers with general service inquiries and technical issues, as well as providing suggestions to avoid repeat issues and training for proper use of devices.

**Technical Support Representative**

### JPay, Inc

*09/2017 – 05/2019*

#### Daily tasks

Assisting customers with troubleshooting tablets via a ticketing system, troubleshooting issues with media (games, music, and emails), reporting issues to Developers and QA, as well as providing exceptional customer service.