**PROFESSIONAL SUMMARY:**

* Extensive management of client issues via remote and on-site troubleshooting.
* Ability to support a wide-spread client base located around Western Washington.
* Experienced with installation, configuration and troubleshooting of operating systems and networks.
* Managed day-to-day operation of a large infrastructure, user accounts and email boxes, and creating both Global and Local user groups requiring cross domain permissions.
* Created and assigned permissions/security for access to various folders and test projects.
* Installed and configured anti-virus software for end users.
* Established FTP sites for different projects and managed connectivity problems for network accounts.
* Troubleshooting of network problems including configuring both static and dynamic IP addresses, assigning accounts and permissions.
* Established trust relationships between Corporate and Global Domains.
* Updated all software and hardware including researching BIOS updates for various motherboards in clone computers, replacing CPU chips with faster ones, addition of memory to computers, etc.
* Experienced with the installation of a physical infrastructure using CAT3, CAT5e, CAT6, and fiber optic cables.
* Knowledgeable using Cisco switches, routers and Windows Server setting up Domain Controllers, DNS servers and Exchange servers.

## SUMMARY OF QUALIFICATIONS

* Operating System Administration
* Ability to implement, configure and troubleshoot system servers
* Extensive software application experience
* Strong technical skills
* Experienced working with a wide range of users
* Excellent problem-solving skills
* Good verbal communication skills
* Ability to work independently

## ACCOMPLISHMENTS

* As the only Technical Account Manager on this side of the state I was able manage a large range of client support over four counties via remote and on-site support
* Maintained a positive relationship with my client group resulting in maintaining these customers
* Learned a variety of new applications in support of my clients
* Successfully maintained over $1,000,000 of networking equipment during deployment
* Accomplished deployment to various military bases over a 4-year period, supporting a variety of configurations in computer operations and systems
* Selected to assist in the development and establishment of a Marine basic communications course and transition enhancement program

**WORK HISTORY**

**Key Methods, Wenatchee WA, August 2020 – Current**

**Technical Account Manager (TAM)**

As a 2-Tier Network Technician I am responsible for supporting approximately 24 clients in the Greater Seattle/Western Washington area and in Chelan County. I manage and provide installation, support and troubleshooting for client systems. I install software, software updates, anti-virus management, system firewalls, operating systems, phone services, and support widespread applications working across multiple platforms. I support my clients when there are issues with hardware, installing replacement desktop or laptops, and troubleshooting issues through both remote and on-site services. I work remotely and visit clients as necessary to assist and resolve issues.

**United States Marine Corps, March 2016 – March 2020**

## Data System Administrator

***Okinawa, Japan*** - Constructed and maintained complex networks using Windows and Cisco applications.

***Forward deployed to Manila, Philippines*** - Maintained and managed networks and telephony services.

***Camp Mujuk, South Korea*** - Maintained and managed Window Server, networks and telephony services.

***Forward deployed to Subic Bay, Philippines*** - Supervised 10 Marine personnel in maintaining and managing networks, telephony services and networking equipment.

## Military Occupational Specialty Instructor

### Twenty-nine Palms, California - US Marine Corps Base

Instructed and mentored over 3,000 junior Enlisted Marines, and 100 Marine Officers in their job field and daily duties. Interacted with new personnel weekly allowing for enhanced communication skills.

Selected to assist in the development and establishment of the Marine Basic Communication course (BCC) and the Transition Enhancement Program (TEP)

**Morgan Manpower, Pennsylvania**

Warehouse worker – Loading and unloading of trucks. Utilizing forklifts, pallet jacks, etc., to move received parts. Forklift certification is currently expired.

# **EDUCATION**

Western Governors University – Bachelor of Science – Cloud Computing, estimated graduation 2023

United States Marine Corps, Okinawa, Japan – March 2018 Windows Servicers 2012 R2, Installation and Configuration Certification

United States Marine Corps, Camp Hansen, Okinawa, Japan – November 2017 Zero Degree Underwater Survival Training

United States Marine Corps, Twenty-Nine Palms, California – August 2016 – January 2017 Communications and Electronics School

United States Marine Corps, Parris Island, South Carolina – March 2016 – June 2016 Basic Training

High School Graduate