**Jojo Benabese**

**Marysville, WA 98270 | *LinkedIn Profile URL goes here***

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**Information Technology Specialist | IT Support Desk Analyst | Customer Success Engineer | Technical Support Analyst**

***INFORMATION TECHNOLOGY PROFESSIONAL***

*Certified Information Technology (IT) Analyst* looking to break into a long-sought-after IT industry. I’ve always been categorized as a self-starter regarding everything there is to know about computers. Hence, I build computers as a hobby, and I’m known amongst my peers as the “Trouble starter” because I troubleshoot, ensuring quick and efficient computer start-ups. Indeed, as a fast learner and master of new technology, I am fully equipped to provide solutions to even the most complex IT issues.

* Keen ability to resolve complex equipment issues boldly and swiftly with ease is demonstrated in my daily checks and diagnostics on nearly **100+** pieces of equipment at ***Leidos.***
* Strong ***information technology background*** combined with real-world experience, which encompasses web development, server reboots, massive troubleshooting, repairs, and building PCs from scratch.
* Proactive self-learner of various IT applications ***C++, Visual Basic***, ***HTML***, and ***SQL,*** to name a few.

**EDUCATION / CERTIFICATIONS**

**Bachelor of Science in Cyber Security –** *University of Maryland Global Campus –* Grad Date Spring 2023

**Associate of Science in Computer Information Systems –** *Columbia College –* Graduated2021

**UMBC Training Center** – *Cyber Security & Cyber Foundations*

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**Certified Ethical Hacker** – *Renewal in Progress* **Security Clearance** – *Top Secret* – Active Status

**NOTABLE COURSES**

*Cisco CCNA Routing & Switching, Linux +, Ethical Hacking, Computer A+, Network + and Security + Courses. Agile Software Development C#, Introduction to Databases, Java & Web Programming, Visual Basic, Programming Levels 1-3 C+, Advanced Algorithms and Data Structures, Computer System and Assembly Language*A picture containing electronics, circuit

Description automatically generated – *C Programming Language*

**PROFESSIONAL EXPERIENCE**

**CBRNE Field Service Technician Dec 2019 – Present**

***Leidos*** – Alexandria, VA

*Serves as Technician specializing in Chemical, Biological, Radiological,and Nuclear (CBRN) for the National Capital Region. Dedicated to providing technical expertise diagnosing and repairing inadequate equipment, electronic malfunctions, and replacing equipment no longer functioning.*

* Reduces liability, risks, and vulnerable threats to federal government by providing corrective/preventive maintenance for chemical defense equipment through daily checks by **20%.**
* Conducts **30+** operations readiness verifications over defense equipment and machines.
* Troubleshoots and repairs intricately detailed equipment ensuring equipment is **100%** failsafe.
* Validates equipment within target deadlines exceeding goals on average **4 out of 5**.

**“*The Technology you use impresses no one.***

***The experience you create with it is everything* -Sean Gerety**

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**PROFESSIONAL EXPERIENCE (cont.)**

**CBRNE Field Service Technician (cont.) Dec 2019 – Present**

***Leidos*** –Alexandria, VA

* Orchestrates continuous improvement on machinery saving annually up to **25%** on repair costs.
* Plays critical role utilizing database programs to summarize and systemize technical support issues minimizing time spent on repairs by **35%** and saving up to **$20K** annually in equipment upgrades.

**Biowatch Field Technician Feb 2017 – Dec 2019**

***LRS Federal*** – Severna Park, MD

*Monitors biological threats ensuring defense equipment is up to par. Provides repairs conducted before equipment is on the frontline of detecting threats*

* Provided **98%** efficiency in detecting potential threats by ensuring equipment operates within safe range, heading off equipment malfunctions that could interrupt threat interpretations**.**
* Repaired and replaced high-technology equipment aiding in the defense of biological warfare.
* Performs verification checks and on just under **≈100 pieces** of equipment.
* Saved up to **$50K** in equipment costs through regular checks increasing output by **15%**.

**Chemical, Biological, Radiological Nuclear Specialist (CBRNE) June 2014 – Present**

***US ARMY RESERVE*** – Easton, PA

*Managed troops and trained personnel to protect themselves during potential threats and worldwide crises. Training encompassed Chemical, biological, radiological, and nuclear defense measures. Provided instructions and oversaw proper utilization of CBRNE equipment and operations maintenance procedures. Ensured troops remained ready for unexpected warfare.*

* Provided direct supervision to **3** soldiers maintaining fastidious & meticulous attention to defense measures.
* Oversaw medical records, physical examinations, and well-being for **9** soldiers ensuring the unit was 100% deployable to defend United States of America.
* Developed, trained, and led technical team of **60** soldiers resulting in **98%** fail-proof dry run test which measured success of training program.

**Chemical, Biological, Radiological Nuclear Specialist (CBRNE) Jan 2011 – June 2014**

***US ARMY*** – Fort Knox, KY

*Monitors biological threats ensuring defense equipment is up to par, repairs are conducted before equipment is launched onto the frontline of detecting threats.*

* Ensured defense/military equipment was calibrated, updated, and functioning properly in the event of war.
* **100%** accountability for **$5M** worth of CBRNE equipment for **3 yrs**. w/ **0 (zero)** incident, losses, or discrepancies.
* Provided CBRNE training to **300+** soldiers **1x** per month warranting them **100%** capable of properly operating defense equipment during time of crisis.

**TECHNICAL SKILLS**

GC-MS | Data Analysis | Hardware/Software Installation & Maintenance | C++ | C Sharp | C programming JavaScript [*beginner’s level*]| Website Programming | Website Development | Database Development | Microsoft Visual Basic Coding | SQL | Diagnostics | Configuration | TCP/IP and LAN/WAN Technologies | Configuring DHCP LANs | Routers | Network Cables | Spreadsheets | Word Processing | API | Extensive Troubleshooting | Virus Protection | Backup Management | Disaster Recovery | Debugging | Assembly | Maintenance | Printers | Drivers