# SUMMARY

* IT Support Technician with over 2 years of operating, maintaining and troubleshooting military IT systems and networks.
* Possess an Active DOD Secret Security Clearance.
* Highly professional--dependable, reliable and able to perform duties with minimal supervision
* Skilled at troubleshooting, communication, and working with a team environment.

# PROFESSIONAL EXPERIENCE

**Information Technology Specialist (25B)** 07/ 2018 - Present

Nevada Army National Guard Las Vegas, NV

* Create and maintain user accounts, assign file permissions, and conduct routine policy audits.
* Install, upgrade, configure, maintain and support system hardware, operating systems, and networks (NIPR & SIPR).
* Troubleshoot and resolve system hardware, software, and communication problems.
* Basic cabling and rack and stack experience.
* Program and handle COMSEC and data encrypting devices (KG-250, KG-175D)
* Resolving trouble tickets with Remedy ticketing system.

**Busser/Food Runner** 07/2019 – Present

Brooklyn BowlLas Vegas, NV

* Works well under pressure, remaining professional, efficient and courteous
* Communicating efficiently and clearly with the kitchen and front of house staff
* Ensure that all service stations and storage rooms are kept in order so that all needed items can be obtained quickly by food service personnel
* Maintain inventory for service stations, and notifying management if the restaurant runs short of items so that they may be obtained as quickly as possible
* Ensuring event and large group areas are set up appropriately and fully stocked

## Barista 10/2018 – 05/2019

## Wynn L a s Vega s Urt h Ca f é Las Vegas, NV

* Preparing all specialty drinks and food per specified recipes
* Handling cash & other forms of payment making proficient sales transactions - using a point-of-sale system
* Maintaining proper cash drawer balances
* Demonstrating impeccable product knowledge and suggestive selling
* Maintaining a clean and organized barista area, stocking coffee, food and glassware throughout the shift
* Handling customer feedback and concerns-ensuring high-level service

## Pre- lo a der/ Package Handler 06/2017 - 04/ 2018

## Unit ed Parcel Service (UPS) Las Vegas, NV

* Responsible for the sorting, scanning, and loading of packages to a certain number of trucks
* Sort packages to correct location according to label and load chart ensuring neat and orderly staging for delivery drivers
* Insured packages are moved with quality and the customer satisfaction in mind

# EDUCATION AND CERTIFICATIONS

## CompTIA Security+ Certification 2020

## University of Neva d a - L a s Vega s Las Vegas, NV

## Bachelor’s Degree - Kinesio logy and Exercise Science Anticipated completion 05/ 2022