

## Objective

An accomplished IT professional specializing in highly visible software application design with in-depth background in full cycle of software design process.

## Skills

Autocad, Microsoft Office, Microsoft Word, Microsoft Excel, Forklift Driver, Shipping And Receiving, Machine Operator, Assembly, Manufacturing, Computer.

## Work Experience

### System Integrator III

**ABC Corporation** - July 2013 – November 2013

- Provided technical knowledge customers in most effective and efficient approach, usually high volume, provide workarounds or established procedures to correct discrepancies diverse environments.
- Monitored multi critical Information Systems, IT infrastructure [including data centers, facilities] for deficiencies, provide accurate and concise reports to brief customers stakeholders.
- Responsible for providing excellent customer service, efficiently accurately, reinforcing expectation of customer.
- Delivered positive customer requests experience.
- Reported incidents, problems customer service request in various locations.
- Assisted management to review service request determine service escalation required.
- Participated in the IT Operational Board meetings to brief customers and stakeholders of any unplanned system outages or scheduled system maintenance status and resolutions.

### System Integrator III

**Delta Corporation** - 2009 – 2013

- Led and managed contractors and contracts in excess \$2 million dollars for tactical interface unit to support Third Army Command Centers and .
- Responsible for the coordination and integration of Army missile defense and space technologies, and the testing of new missile defense simulations .
- Managed over 4 million dollars in contractor support efforts that include cost, schedule and performance objectives in meeting Space and Missile .
- Command lead for Roving Sands 2000, worlds largest Joint Theater Missile Defense Exercise.
- Installed and serviced low voltage systems.
- CCTV, Automation, Security Systems, Access Control, Networking and Cable TV.
- Supervisor William VanHuellen.

## Education

Diploma in Computer Information Systems - 1999(Strayer University - Fredericksburg, VA)