David Knapp

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**Objectives**

To seek challenging assignment and responsibility, further training, with an opportunity for growth and career advancement as successful achievements

**Education**

University of Phoenix, Phoenix, AZ

**Bachelor of Computer Science,** March 2014

The Bachelor of Science in Information Technology (BSIT) program provided me the knowledge to successfully apply information technology theories and principles to address real world business opportunities and challenges. The program covers fundamental and advanced knowledge in core technologies such as systems integration, web systems, network architecture, database design, information security, programming and other supporting IT principles.

Heartland Community College, Bloomington, IL

**Emergency Medical Technician,** May 2014

The Emergency Medical Technician (EMT) course trained me for a Basic level EMT / First Responder. With this course I leaned Basic Life support techniques.

**Employment History**

**Gibson City Hospital**, Gibson City, IL

IT Support Helpdesk, October 2014 – Present

* Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
* Maintain the Intranet, SharePoint
* Maintain daily performance of computer systems.
* Walk end-users through problem-solving process.
* Install, modify, and repair computer hardware and software.
* Remove security threats from computers.
* Run diagnostic programs to resolve problems.
* Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
* Install computer peripherals for users.
* Monitor daily backups and processes.
* Work closely with Tier 2,3 in troubleshooting.

**Multiband Corporation**, Bloomington, IL

Satellite Technician, January 2014 – October 2014

* Install and service TV and Internet satellites for residential and small businesses.
* Responsible for company equipment and vehicle.
* Troubleshoot electronics, phones, modems, routers, switches, display monitors.
* Optimize and coordinate data and communication equipment
* Install cable; coax, fiber, and RJ45, other data communication cables.
* Low voltage electrical troubleshooting
* Training customers with their new equipment

**Protection Strategies Incorporated**, Baghdad, Iraq

Force Protection Assistant Security Supervisor, December 2011 – October 2013

* Manage operations from the Base Defense Operations Center, leading a team of 6+ daily in execution of Military& Department of State assignments to ensure safety / security of the US Embassy Annex installation.
* Direct all ground operations to mitigate security threats from combat related actions daily.
* Monitor and train new personnel
* Optimize / coordinate processes, troubleshoot issues, and control access for IT infrastructure as designated Information Management Officer (IMO).
* Reconcile accounting records for Operation Center funds, and ensure adequate levels for support materials / supplies.
* Execute operations as Personnel Recovery Manager

**Special Operations Consulting Group**, Baghdad, Iraq

Security Specialist / Shift Lead, February 2010 – December 2011

* Daily supervision of 80-150 security personal on a Department of Defense Base in Baghdad, Iraq
* Assisted Force Protection Officer in enforcing Department of Defense regulations, polices, and procedures.
* Assigned as the Quick Reaction Force Commander,
* Police and patrol base compound, investigated criminal activity, threats, and responded to emergencies.
* Worked closely with logistic officers with life support plans.
* Filled in as Deputy Site manager when needed.

**United States Army**,

Soldier /E-4 Corporal, February 2002 – March 2010

During my time in the US Army, I learned team leading, communication, leadership skills. I was a squad leader, and lead a small squad size element in combat missions in Iraq. In my deployment I adapted the skills to work under pressure / stress and make clear and clam decisions. My role was within leadership ranks. I worked with sensitive equipment such as communication, combat weapon systems, equipment. I was responsible for equipment worth of $1.5 -5M.

**Professional Skills**

Active Directory: Intermediate Windows: Advanced TCP /IP: Intermediate HTML CSS: Intermediate VOIP: Intermediate VMware / HyperV: Intermediate MS Office Suite: Intermediate Troubleshooting: Intermediate Leadership: Advanced Project Management: Intermediate; SharePoint: Intermediate