

<p>Justin Angle</p> <p>mrjustinangle@gmail.com (808)291-0528 San Antonio TX 78252</p>	<p>PROFESSIONAL SUMMARY</p> <p>Exceptional Computer Science individual with exemplary knowledge and technical ability. CompTIA A+ and Network+ certified and offering highly developed analytical skills and six years of service in the United States Army. Skilled in Computer problem resolutions, leadership, communication, analytics, and computer proficiency.</p>
<p>SKILLS</p> <ul style="list-style-type: none"> • PROBLEM RESOLUTIONS • HELP DESK • INTELLIGENCE ANALYSIS • COMPUTER PROFICIENCY • MILITARY LEADERSHIP • WRITTEN AND ORAL COMMUNICATION • PUBLIC SPEAKING • MULTITASKING <p>EDUCATION</p> <p>Southern New Hampshire University San Antonio TX (Remote) 2023 – Present (Graduation Date June 2025) Bachelor of Science in Computer Science</p> <p>Alamo Colleges San Antonio TX 2022 Earned Associates of Science in Computer Science</p> <p>CERTIFICATES</p> <p>CompTIA A+ Certified</p> <p>CompTIA Network + Certified</p> <p>CLEARANCES</p> <p>Top Secret/SCI w/ CI Polygraph Issued August 2017 Expired August 2023</p>	<p>WORK HISTORY</p> <p>ASM Research – Tier 1 Help Desk San Antonio, TX 08/2022 – 12/2022</p> <ul style="list-style-type: none"> • Utilized Service Now to process Help Desk tickets and assist customers in resolving tickets. • Collaborated with Tier 2 Help Desk in the resolution of multiple tickets. • Ensured exceptional customer service when communicating with the customer. <p>USAA – Non Injury Auto Claims Adjuster San Antonio, TX 04/2022 – 07/2022</p> <ul style="list-style-type: none"> • Took and made multiple inbound and outbound calls to members to help process their auto claims. • Provided excellent customer service to many members while also completing claims I was assigned. <p>United States Army – SIGINT Analyst San Antonio, TX 04/2016 – 04/2022</p> <ul style="list-style-type: none"> • Collaborated with the National Security Agency (NSA) and other security analysts to research and report intercepted intelligence for appropriate departments and personnel. • Generated 173 intelligence products, shared with 12 Intelligence Community (IC) partners, used for pattern-of-life, clandestine operations, and target knowledge enhancement. • Analyzed, researched, and reported over 200 key pieces of foreign intelligence information for use by tactical and national strategic decision makers. • Managed professional growth and development of 10 enlisted personnel by scheduling training and managing Computer-Based Training (CBT) schedules. • Passed multiple training courses that enhanced my reporting and analytical skills. • Trained new Reporters by relaying information on company procedures, safety requirements and on-the-job training (OJT), and delivered constructive criticism upon completion of job tasks. • Led and developed multiple Soldiers, to include senior NCOs. • Provided guidance to lower enlisted Soldiers who were unsure of their direction and decisions in both the Army and personal lives. • Led multiple Sergeant's Time Trainings (STT) on tactical SIGINT operations, including Low Level Voice Intercept (LLVI).