Cortez D. Thompson

8505 Battery Crest Lane

Wake Forest, North Carolina 27587

**(267) 693-6070**

**cortezthompson18@yahoo.com**

**OBJECTIVE:**

To obtain a position where my military experience and technical knowledge in administration, logistics, office equipment, computer systems and software that will contribute to efficient business operations

**ABILITIES AND TALENTS**

Military Experience

Possess good computer, verbal and written communication skills

Leadership skills; exhibits good judgment

Team player; works well with others

Responsible; good management skills

Conscientious; strong sense of community

Reliable

Fast learner; strong attention to detail

Great analytical/problem solving skills

Works efficiently under pressure

Efficient data entry skills

Great customer service experience/technical background

Proficient in all Window

**EXPERIENCE:**

**Systems Engineer- Lightwire Inc.**

September 2016-Present

* Install, repair, replace, configure and maintain computing hardware and software
* Offer remote and onsite technicial support to all internal customers
* Manage and test company antivirus software systems
* Answer incoming calls from the client in a fast paced environment
* Troubleshooting on site network issues
* Set up client accounts in Active Directory and Group policy, Domain accounts,VPN and Dell Sonicwall, creating and managing Office 365 builds and policies, troubleshooting Office 365 software issues and migration to Microsoft Office 365
* Reset and create usernames and passwords for various clients
* Troubleshoot various issues such as internal questions, password request, ticket investigation, customer issues or questions, or issues our client is requesting a provider to take action on.
* Dispatching trouble reports and service orders to appropriate outside installation and repair forces and receiving close out information from both parties.
* Map large data files on Network for various end users
* Manage and troubleshoot client servers

**Service Desk Technician- HCL**

September 2015 to Present

* Answer incoming calls from the client in a fast paced environment
* Assists customers resolve problems with computer hardware and software
* Troubleshoot various issues such as internal questions, password request, ticket investigation, customer issues or questions, or issues our client is requesting a provider to take action on.
* Reset and create usernames and passwords for various clients
* Install software and hardware systems
* Complete end to end troubleshooting for all internal and external customers
* Offering technical support on-site or via phone or email/chat
* Provide quality customer service to clients
* Dispatching trouble reports and service orders to appropriate outside installation and repair forces and receiving close out information from both parties.
* Complete open tasks based off time, date and access arrangements associated with resolving customer service issue.

**NOC Technician Tier I/II - American Tower**

December 2014 to August 2015

* Escalate and communicate customer issues and network related alerts to staff,
* Management, and Administration
* Troubleshoot various issues such as internal questions, password request, ticket investigation, customer issues or questions, or issues our client is requesting a provider to take action on.
* Respond to customer requests and provide consistent communication
* Interact with Network Suppliers, Vendors, and Customers on a daily basis; opening tickets and performing follow up with external organizations on customer and other issues.
* Monitor, maintain and fix servers, operating systems, network configurations, software applications, and hardware
* Monitor system availability and performance tools
* Add and enhance monitors for various systems

**Electrician– Watson Electrical**

August 2014 to December 2014

* Assemble, install, test, and maintain electrical or electronic wiring, equipment, appliances, apparatus, and fixtures
* Diagnose malfunctioning electrical systems, equipment and components to identify hazards, defects and the need for adjustment or repair to ensure compliance with codes
* Test electrical systems and continuity of circuits in electrical wiring, equipment, and fixtures using testing devices such as ohmmeters, voltmeters and oscilloscopes to ensure compatibility and safety of system

**Security Officer – Allied Barton Security**

October 2013 to August 2014

* Reported all incidents, accidents or medical emergencies
* Responded to emergencies such as fire, intrusion, medical and bomb threats as they arise by following emergency response proceedings
* Managed security systems in order to prevent theft, violence and vandalism
* Created access badges for ATC employees
* Patrolled the premises and adjacent areas when needed
* Served as a general security presence and visible deterrent to crime and client rule infractions
* Detected suspicious activities and watch for criminal acts near assigned post which maybe a threat to the property, client or employees at the site

**Sales Associate – Dicks Sporting Good**

March 2013 to December 2013

* Provided courteous and prompt service
* Engaged customers in order to provide them with what they need in terms of product and quality services
* Proven ability to suggest, choose and help locate products based on guest needs and desires
* Organized and distribute store items onto sales floor
* Processed transactions in a time efficient manner
* Unloaded overnight packaging and maintain inventory
* Answered phone, relay messages and also answer customer questions
* Strategized plans to uphold store standards or duties assigned with various coworkers

**Documentation Specialist/Data Entry – Franklin Regional Medical Center/Ettain**

**Group**

September 2012 to December 2012

* Reviewed medical records for accuracy and completeness
* Updated and implement changes in medical documentation as required
* Controlled and maintained all original signed documents
* Ability to work consistently and effectively as part of a high performance team
* Operated basic office equipment including copy machines, facsimile machines, multi-
* line telephones
* Demonstrated basic knowledge of computer operations with skills in a variety of
* software environments including Word, Excel and Outlook
* Prioritized activities to ensure workload is managed to meet department requirements
* Answer phone calls and appropriately relaying messages to proper personnel
* Professionally handled request from supervisors and other members of medical staff
* Provided proficient communication and customer service skills
* Maintained confidentiality and exercise discretion in business relationships

**System Support Specialist – Army National Guard**

**March 2012 to Present**

* Installs, maintains, and troubleshoots Signal support equipment and terminal devices
* Installs, operates, and maintains designated radio and data distribution systems
* Maintains selected electronic devices
* Performs Signal support functions, to include providing technical assistance and training for user owned
* and operated automation and communications equipment
* Prepares maintenance and supply requests for unit level Signal support
* Operates and performs preventive maintenance checks and services on assigned vehicles
* Installs, operates and performs preventive maintenance checks and services on power generators

**INTERESTS/ACTIVITIES:**

Boxing, Football and basketball

**EDUCATION:**

Campbell University – Bachelors in Information Technology and Security

Graduation Date September 2020

ITT Technical Institute – Bachelors in Information Technology and Cyber Security

Graduation Date September 2019

Tarheel Challenge Academy – Salemburg, North Carolina

Graduation Date June 2011

Signal Support Systems Specialist Training (25U)

Graduation Date September 2012

SKILLS

Microsoft Word, Excel, typing skills of 65 words per minute

Active Directory, All Windows OS, MAC, Quickbooks Efficient

**AWARDS/CERTIFICATIONS**

Army National Guard Leadership Awarded, 2012

Legacy SOBC/MSO I Certification Awarded, 2013