

Lashod Jones

**Professional Summary**

Accomplished and solution-focused professional with 10 years of experience providing technical support and resolving end-user issues pertaining to computer hardware/software.

Proven expertise and track record of maintaining signal support systems and terminal devices, troubleshooting nonoperational communications systems, performing preventive maintenance checks and services on communications systems, and preparing maintenance for unit level signal support.

**Technical Skills**

* Excel at implementing and troubleshooting information service and radio communications systems, Cyber Security Solutions within an organization
* Instrumental in installing and configuring software, hardware, and system, resolving

network/system issues, and monitoring network status

* Operating Systems: Windows 7/10/11, Microsoft Office 2013, and Internet Explorer 11
* Strong written and verbal communication, analytical, and problem-solving skills
* System Installation & Maintenance
* Customer Service Management
* Wi-Fi network maintenance
* Continuous Process Improvement
* Active Directory
* Switches & Routers

**Professional Experience**

**Naval Information Warfare Center Atlantic**

**Subscriber Engagement Team Analyst**

**June 2020 – Present**

**North Charleston, SC**

* Track, understand and aggregate Computer Network Defense (CND) Tool Compliance and report findings verbally and in writing.
* Provide updates to senior leadership on the current status of current activities and upcoming actions.
* Locate gaps and inefficiencies, actively recommend process and management improvements.

**United States Army**

**Battalion S6 Team Chief**

**June 2019 – Present**

**Fort Stewart, GA & Fort Hood, TX**

* Develop and implement policies and procedures for the battalion regarding communications.
* Advise the commander and staff on all communications related issues. Establish and maintain networks within the battalion. Coordinate with signal units for communications support.
* Accomplished 90% communication readiness rate by maintaining 100+ Battalion FM communications platforms.
* Delivered technical advice and maintained signal support systems for commanders, staff, and subordinates.
* Utilized computer systems to control and monitor network status during battlefield and normal day-to-day operations.

**Company Communication NCOIC**

**May 2017 – June 2019**

* Provided guidance on multiple projects by delivering continuous support and assistance to peers and technical teams.
* Led operator and organizational maintenance of communication equipment.
* Accomplished the zero percent loss in two-year by maintaining the accountability and serviceability of sensitive equipment valued at over $1.7M.
* Managed, maintained, and updated desktop systems and laptops for new employees by
* installing required software and configuring with server.

**Help Desk Support Specialist**

**March 2013 – May 2017**

* Performed day-to-day maintenance of computer systems to ensure smooth flow of network processes.
* Played an active role as the communications-section team chief for an organization consisting of more than 400 personnel.
* Identified and resolved system issues by troubleshooting software/hardware and

communicating with end-users.

* Provided best solution according to the requirements and delivering technology-related

information to individuals for increasing knowledge.

**Certifications and Training**

Professional Training:

* Advanced Leaders Course, 2019
* AN-PRC 150 Radio Course, 2019
* CompTIA Security Plus 80 Hour Course, 2017
* Basic Leaders Course, 2016
* Fiber Optics Technician Course, 2014
* Advanced Individual Training, 2013
* CompTIA Security Plus 40 Hour Course, 2013
* NuCamp

Awards:

* Army Accommodation Medal (x2)
* Army Achievement Medal (x3)
* Good Conduct Medal (x2)
* Certificate of Achievement (x2)

Licensure:

* Staff Sergeant Rank with DoD Secret Clearance
* Security Plus Certification License Verification #7CYTFT1FSDQ112K8

**Education**

**Central Texas College—Killeen, TX**

Associate of Arts in General Studies

2017