JAVIER SILVA
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Multidisciplinary IT and Traffic Operations Specialist with over 15 years of experience supporting Tier 1–2.5 Help Desk services, intelligent transportation systems (ITS), and field signal operations. Skilled in diagnosing and resolving technical issues across network infrastructure, cabinet systems, communication devices, and software platforms. Adept at collaborating with DOT agencies, traffic engineers, and support staff to maintain system uptime and public safety. Recognized for strong troubleshooting ability, user training expertise, and efficient documentation in high-pressure environments. Proficient in Windows OS, Linux, AD, VPN, signal diagnostics, remote tools, and industry ticketing systems.

- Help Desk & Technical Support (Tier 1–2.5)
- Traffic Systems & ITS Troubleshooting
- Hardware & Software Diagnostics
- Ticketing Systems (ServiceNow, Jira)
- VPN, Active Directory, Remote Tools
- Cabinet Controllers, DMS, Signal Interconnect
- Windows OS, O365, System Imaging

PROFESSIONAL EXPERIENCE

CITY OF WACO – Waco, TX
Traffic Signal Technician (06/2025 to PRESENT)
- Troubleshoot and repair traffic signal cabinets, pedestrian systems, and interconnect wiring.
- Perform preventive maintenance and respond to emergency outages affecting traffic flow.
- Utilize multimeters, OTDRs, and diagnostic software for signal and cabinet analysis.
- Document all work in the city's CMMS; collaborate with Traffic Engineering and IT.

TRAFINFO COMMUNICATIONS INC – Austin, TX
Tier 2 Operations Engineer, Lead (01/2024 to 04/2025)
- Led support team responsible for monitoring and maintaining Intelligent Transportation Systems (ITS) infrastructure across multiple agencies.
- Resolved complex field device and communication issues for DMS boards, CCTV cameras, and radar detection units.
- Trained Tier 1 staff and field technicians on diagnostics and ticket resolution best practices.
- Utilized traffic operations software platforms, remote access tools, and cellular modems to support statewide deployments.

TRAFINFO COMMUNICATIONS INC – Austin, TX
Tier 2 Operations Engineer (10/2023 to 01/2024)
- Provided Tier 2 support for traffic system devices and field cabinet communications.
- Collaborated with DOT field crews and vendor support to resolve connectivity issues.
- Maintained service documentation and updated device firmware and configurations remotely.

SPECTRUM – Austin, TX
Technician (04/2022 to 09/2022)
- Delivered technical support on-site, resolved network outages, educated users.
- Collaborated with backend teams to escalate and resolve technical tickets.

MASTEC ADVANCED TECHNOLOGIES – Austin, TX
Technician (01/2022 to 04/2022)
- Delivered technical support on-site, resolved network outages, educated users.
- Collaborated with backend teams to escalate and resolve technical tickets.

NXP SEMICONDUCTORS – Austin, TX
Etch Maintenance Technician (08/2021 to 01/2022)
- Delivered technical support on-site, resolved network outages, educated users.
- Collaborated with backend teams to escalate and resolve technical tickets.

TEXAS DEPARTMENT OF STATE HEALTH SERVICES — Austin, TX
Manager 1 (08/2020 to 04/2021)
- Supervised operations staff handling vital records; managed hiring, performance, and scheduling.
- Directed policy implementation, training, and budget oversight.
- Led process improvement initiatives for operational efficiency.

VETERAN SOLUTIONS, LLC – Austin, TX
CEO (1/2019 to PRESENT)
- Oversee operations, budgeting, and business development for a veteran-owned notary and legal services company.
- Manage service delivery teams and client relations with a focus on professionalism and compliance.

UNITED STATES SENATE SERGEANT AT ARMS – Washington, DC
Administrative Support Specialist (04/2018 to 07/2020)
- Provided administrative and logistical support for staff; managed $1M in IT assets.
- Reduced agency waste by approximately $500K through improved tracking processes.

UNITED STATES ARMY & NAVY — Various Roles, Locations
Electronics Technician / Linguist Manager / Security Manager (12/2012 to 01/2013)
- Led training programs and supervised electronics technicians and administrative personnel.
- Managed security operations and linguist coordination in combat zones.
- Maintained compliance with federal protocols and technical systems.

EDUCATION

MCLENNAN COMMUNITY COLLEGE, Waco, TX
Associate of Science in Network Administration with Cybersecurity (In Progress)

ASHWORTH COLLEGE, Norcross, GA
Associate of Arts in General Studies, 2018

CERTIFICATIONS

MANAGEMENT AND STRATEGY INSTITUTE, DOWNINGTOWN, PA
- CHANGE MANAGEMENT SPECIALIST (2018)
- PROJECT MANAGEMENT ESSENTIALS CERTIFIED (2019)
- SIX SIGMA LEAN PROFESSIONAL (2018)
- SIX SIGMA WHITE BELT CERTIFIED (2019)

NAVAL CRIMINAL INVESTIGATIVE SERVICE, NAS BRUNSWICK, ME
- NAVAL SECURITY MANAGER'S COURSE (2005)