

# Max Pincu

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## Summary

IT Professional with experience in customer support, troubleshooting, and incident response. Adaptable learner with the desire to stay current with the constantly changing landscape of new technologies, security threats, and events. Always looking to improve himself as well as the people, processes, and technologies around him.

## Professional Skills

Software troubleshooting, Customer service, Windows/macOS Support, Physical and Digital Access Control, Desktop Support, Phone Support, Microsoft Word, Excel, Powerpoint, Strong Communication Skills, Networking, Network Security, TCP/IP, Active Directory, Radio Communications (LMR)

## Employment History

### **Field Technician/ Research & Development | 10/2019 - 02/2024 | Continental Wireless | Dallas, TX**

I provided phone and desktop support for major contracts, managed the planning, installation, and maintenance of air gapped networks for mission-critical communication systems, and programmed 2-way communication systems for businesses and public safety. I also conducted site surveys to assess customer needs, set up and troubleshooted radio networks over TCP/IP backhaul, and repaired EAS systems for severe weather alerts. Additionally, I built strong client relationships through exceptional customer service.

### **Emergency Management Intern/ Radio Technician | 08/2023 - 10/2023 | Dallas Love Field Airport | Dallas, TX**

I managed the technical operations of the airport radio system, assisted with land side operations in the terminal, including filing incident reports and improving customer experience, and collaborated with the Emergency Management office to enhance airfield incident planning, as well as respond to active incidents. During my employment, I held SIDA, and am eligible to renew.

### **University of North Texas- Rafees Urban Astronomy Center | 01/2022 - 05/2023 | Technician/Docent | Denton, Texas**

I served as a technician and docent for public and private Star Parties and other events, explaining complex astronomy topics to students and guests of all ages in a clear and accessible way. I also provided technical assistance for computer-controlled telescopes and imagery systems.

### **University of North Texas Recording Services | 04/2022 - 09/2022 | Audio Engineer | Denton, Texas**

I maintained a campus-wide Dante "Audio over IP" network, enabling multiple operators to run separate consoles for livestreams and archival multitrack recordings. I assisted with creating archival recordings for the school of music and operating livestreams for off-campus viewers. Additionally, I developed proficiency in recording technology, including Dante, Yamaha CL/QL consoles, Soundcraft Vi consoles, and Apple Logic Pro, and set up multitrack vocal and instrumental recordings for both live audiences and studio sessions.

### **Intern- Safety Systems | 06/2022 - 08/2022 | American Airlines | Fort Worth, TX**

I assisted with day-to-day operations across several departments under Safety Systems, including creating disaster training scenarios and implementing new employee safety measures. I developed expertise in safety management systems and emergency response protocols, while also collaborating with cross-functional teams to develop innovative solutions to complex challenges.

## Education

### **EADP- Emergency Administration and Disaster Planning | The University of North Texas | Enrolled 05/2023 | Denton, Texas**

- President of The UNT Amateur Radio Club for the 2019 to 2020 academic year

## Certificates

- Amateur Radio License: KG5PKX

- United States Patent Holder: US-8760304-B2