Tier III Tech Support Tier III Tech Support Computer Technician/ Information Technology Specialist Fayetteville, NC Highly trained and motivated communications technician with an current SECRET security clearance. Over 15 years of experience in command and control (C4ISR) systems integration, operations, and administration. Experience in secured networks, information assurance, and video telecommunications (VTC) devices. A proven customer service support advisor and mentor. Excellence in establishing communications policy, operational procedures, and logistics development, and procurement. Proven ability to be a self-starter with a passion to always complete the task with attention to detail. Proficient in complex problem solving and active listening. Authorized to work in the US for any employer Work Experience Tier III Tech Support Robert Half Technology Staffing April 2017 to November 2017 40hours/ Week   Provided remote hardware and software support for 5000+ highly designed and computerized vending machines deployed internationally. Maintained work orders online for consistency with company service contract policies.   Knowledge of SQL, Windows, and advanced networking and mechanical troubleshooting techniques. Troop Schools Manager US Army - Fort Bragg, NC August 2014 to May 2017 40+hours/ Week   Managed 100+ soldiers and schools' information for command prioritizing and selection process. Presented availability, attendance, and aggregated data updates weekly at command meetings and online intranet sites.   Proficient in organizing information in various Microsoft products for presentations and administration. Spectrum Manager/ Network Administrator US Army - Fort Polk, LA May 2011 to August 2014 40+hours/ Week   Procured, managed, and upgraded video telecommunications (VTC) equipment, to include scheduling various secure VTC conference rooms, and troubleshooting desktop systems for installation commander and staff.   Supervised, administered, and managed multiple frequency requests and allocations for rotational units during 32 major training exercises. Experience in spectrum frequency analysis for planning and presentation. Network Administrator/ Communicator US Army, Camp Ederle - Vicenza, IT March 2009 to April 2011 40+hours/ Week   Administrator to 3 satellite networks, 50+ computers, and 250+ radios secured through various cryptographic devices. Consistently improved and maintained all communications and operational procedures and policies.   Established front-line lifecycle

policies and communications logistics procurement packages for 200+ personnel. Communicator/ Instructor US Army - Fort Campbell, KY March 2007 to March 2009 40+hours/ Week   Imaged, updated and administered 200+ computers, 100+ radios, and 3 secured networks to support deployed command operations. Skilled in establishing communications logistics systems for small teams 20+ personnel.   Instructed modern infantry warfare techniques and communications procedures to foreign transitional soldiers. Education CBRN Defense Unit Operations Chemical, Biological, Radiological, Nuclear (CBRN) Defense Course - Fort Bragg, NC October 2015 to November 2015 Certificate in Unit Movement Officer - Deployment Planning Unit Movement Officer Course - Fort Bragg, NC February 2015 to March 2015 Certificate in Signal Non-Commissioned Officer Advanced Leadership Signal Support Systems Specialist - Advanced Leadership Course - Fort Gordon, GA May 2011 to July 2011 Certificate in Basic Non-Commissioned Officer Leadership Skills US Army Warrior Leaders Course (BLC) - Fort Campbell, KY April 2007 to May 2007 Certificate, ASE Certification in Automotive Technology Universal Technical Institute - Houston, TX January 2005 to January 2006 Skills Help Desk Experience (10+ years), Network Support (10+ years), Active Directory (5 years), Native Spanish Speaker (10+ years), Microsoft Office 2013 Suite proficient (5 years), Linux operating system experience (5 years), Video Telecommunications (VTC) experience (5 years), Customer Service Skills (10+ years), Account Management (5 years) Military Service Branch: United States Army Rank: SGT Assessments Verbal Communication   Proficient February 2019 Measures a candidate's ability to effectively convey information when speaking. Full results: https://share.indeedassessments.com/share_assignment/i7g-cezz-jlt4gxq Technical Support Skills   Proficient February 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/knuc6iswecqex0o7 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information   Lifecycle policy experience   Multimedia communications   Microsoft Office Suite and Sharepoint proficiency   Time management Operations supervisor and mentor   Troubleshooting Expert

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