

IT Field Technician IT Field Technician Dillon, SC Authorized to work in the US for any employer

Work Experience IT Field Technician Apex Systems March 2019 to Present (part time employment)

Provide desk side support to computer Hardware, Software, and other electronic or mechanical devices including clients, servers and legacy systems Understands and uses appropriate tools to analyze, identify and resolve business and or technical problems Establishes and maintains security, integrity and business continuity controls and documents. Participates in business and technical information technology solution implementations, upgrades, enhancement and conversions System Administrator United States Air Force August 2017 to November 2018 Goodfellow Air Force Base, United States Air Force Enforced and maintained network policies to ensure adherence to the DoD, NSA and AF computer security guidelines Work Experience (cont.)

Provided iPhone, computer, network and system administrative support for Goodfellow Air Force Base's secure and non-secure enclaves worth \$23,000,000 in infrastructure Managed 6,000 networked clients providing unparalleled support for 4,000 students and instructors annually Configured and managed Goodfellow's unclassified network deployment server, effectively imaging over 1,500 Windows 10 computer systems Created Windows 10 deployment server for Goodfellow's classified network Referred major hardware and software problems and defective products to vendors or technicians for service Remedied 100+ resolved customers' trouble tickets, 300+ customer calls, and concerns Trained Airmen on how to operate the base's deployment server, how to properly image computer systems, and how to quality assure each systems' functionality after its image completion. Client Systems Technician United States Air Force August 2016 to August 2017 Kunsan Air Force Base, United States Air Force Provided service to 2.7K end-users for operation, restoration, and configuration of 4, 800 IT assets over a \$35,000,000 network Provided 3 Pacific Air Force bases with information technology support for standard voice, data, video and cryptographic device solutions, ensuring confidentiality, integrity and authentication for data valued at \$50,000,000 Maintained & operated unclassified & classified equipment while using effective troubleshooting, repair, and analysis Ensured proper installation of cables, operating systems, and software. Identified 220 network anomalies averting 3,800 cyber threats,

safeguarding \$35,000,000 in network assets   Pushed 15,000 patches base wide to the needed and required machines   Vital team member of Kunsan's multi-function devices rollout Client Systems Technician Joint Base McGuire-Dix-Lakehurst, United States Air Force November 2014 to August 2016   Provided hands-on services supporting 9,500 joint users, encompassing DoD's only 3 service joint base   Enforced information assurance policies and validated all Unclassified/Classified computer access requirements/request   Created and maintained databases, network accounts, and programs for specific department needs   Trained users in the proper use of hardware or software   Managed clients and various network systems operating Linux, Microsoft Server 2008/2012, & Windows 7 platforms   Configured/setup 575 computer systems   Provided after-hours support for project efforts when needed Retail Wireless Consultant US Cellular May 2014 to November 2014   Promoted and sold products and services to meet the needs of customers   Researched and resolved customers' billing and technical questions and account inquiries   Worked with team members to create sales contests and incentive program   Maintained customer relations and improved store appearance Education Bachelor's Degree in Physical Education Coastal Carolina University Skills Voip, Linux, Firmware, Active directory, Cisco, Network security, Remedy, Security, Microsoft windows, Windows 10, Windows 7, Windows 8, Windows server 2012, Windows update, Microsoft windows update, Outlook, Customer service, Organizational skills, Printers,   Telephones,   Microsoft   Word,   Maintenance,   Troubleshooting   Links <http://www.linkedin.com/in/james-roberts7> Military Service Branch: United States Air Force Rank: E-4

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