

Systems Engineer Systems Engineer Carlsbad, CA United States Marine Corps veteran with four years of experience as a Data Systems Administrator tasked with building a telephony network in order to provide services to military personnel and civilians as well as 4 years customer service with military members and civilians. Authorized to work in the US for any employer Work Experience Systems Engineer Abtech Technologies March 2019 to May 2019 Managing and monitoring all installed systems and infrastructure Installs, configures, tests and maintains operating systems, application software and system management tools Troubleshoots hardware, software, wireless and wired network issues over the phone and in-person Ability to replace or repair malfunctioning components such as hard drives, RAM and memory cards Experience troubleshooting servers and determining the best action possible to solve any issues Fix issues using an online ticketing system, averaging about 15-20 calls a day Data Systems Administrator/Help Desk Support United States Marine Corps May 2016 to March 2019 Manage and configure a multitude of different types of software such as VMware, Cisco routing, switching, telephony, Microsoft Server & Exchange, and security solutions such as McAfee, and ACAS solutions Handled over 1000 clients dealing with IT issues ranging from computer setup, network connections or hardware and software malfunctions Ability to handle situations using only a manual ticketing helpdesk system, documenting every procedure or step taken to fix each IT issue Ability to fix network cabling regarding fiber optics, ethernet lines and wireless routers functions Repaired coaxial cables by stripping, crimping or re-splicing wires in order to reestablish internet connections Repaired computer hardware, phones and printers Tactical Switch Operator United States Marine Corps June 2015 to March 2016 Constructed, operated, and maintained wire networks to link key outposts, control points, and headquarters with reliable paths for transmission of telephone, facsimile, and digital messages Installed telephones and switchboards, laid wire and cable, adjusted equipment for proper operations recovering wire, locating wire system faults, and operating switchboards Ability to read schematics and blueprints in the process of installing the wiring Ability to program switches and fibers Education High school or equivalent Pitman High School - Turlock, CA August 2009 to May 2013 Skills RECORDS MANAGEMENT, CUSTOMER SERVICE, ORGANIZATIONAL SKILLS,

TIME MANAGEMENT, RISK MANAGEMENT, PROBLEM SOLVING, DETAIL ORIENTED, Active Directory, System Administrator Military Service Branch: United States Marine Corps Rank: E-3

Assessments Supervisory Skills: Directing Others Familiar June 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: https://share.indeedassessments.com/share_assignment/ya8oucahunbfyu16

Merchandise & Supply Storage Expert June 2019 Measures a candidate's ability to apply systematic processes for managing and storing products and merchandise. Full results: https://share.indeedassessments.com/share_assignment/2ioo3bj9l0xirmnv

Supervisory Skills: Interpersonal Skills Proficient June 2019 Measures a candidate's ability to maintain productive team working relationships by identifying conflict and settling disputes. Full results: https://share.indeedassessments.com/share_assignment/bp4if-mju1gc3nvc

Technical Support Highly Proficient June 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/xpitgb8xpsi7ebkz

Accounting Skills: Bookkeeping Familiar June 2019 Measures a candidate's ability to calculate and determine the accuracy of financial data. Full results: https://share.indeedassessments.com/share_assignment/bczpowbvi-wrgt-s

Attention to Detail Familiar July 2019 Identifying differences in materials, following instructions, and detecting details among distracting information. Full results: https://share.indeedassessments.com/share_assignment/adcbpmwogu7e-ql

CRM Skills with Salesforce Familiar July 2019 Measures a candidate's ability to demonstrate a knowledge of Salesforce objects, fields, and processes. Full results: https://share.indeedassessments.com/share_assignment/wricmbva3b-fma7b

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