Low Voltage Security Field Service Technician Low Voltage Security Field Service Technician IT Networking & Security Virginia Beach, VA Security Engineer / Architect / IT Technician Work Experience Low Voltage Security Field Service Technician Tri-Tronics, Ltd. - Virginia Beach, VA February 2019 to Present   Perform routine maintenance on voice, data, low-voltage, access control, burglar fire safety, IP / analog CCTV systems   Install / upgrade Interlogix Truvision systems: to include cabling, installing, connecting, programming, focusing, labeling, documenting, mapping and user introduction/training to new systems or changes made to existing systems.   Assist in fire inspections, programming of burglar and fire systems Smart Home Professional Vivint, Inc - Provo, UT August 2018 to November 2018 Chesapeake, VA (Service Location)   Install / upgrade IT services; perform service calls on smart-home security systems for an average of one install and four service calls (daily), five days a week with 100% percent completion rate and an average of 120 minutes per call for Wi-Fi based, Internet monitored, and supported security packages including: smart hub panels, doorbell cameras, indoor / outdoor cameras, door / window sensors, motion-sensors, smoke / carbon monoxide detectors, garage controllers, terabyte storage systems, system-connected door locks, thermostats, Wi-Fi routers and mesh systems   Visit customer homes, analyze threat vulnerabilities; discuss client coverage based on Wi-Fi location signal strength to identify best location for sensors / centralized panel   Responsible for following an app-based service / install appointment schedule; maintaining company vehicle, tools, and inventory, test security systems / emergency alert functions verifying all sensors and monitoring services are connected; track work performed; document client accounts; close out service calls, and train customers on use of equipment IT Network Technician Leesa Sleep - Virginia Beach, VA April 2018 to August 2018   Maintained / deployed ~100 computer systems, 16 desktops, 50 laptops, 25-30 mobile devices, and three network printers, rebuild configurations during office moves during a $600K IT project; researched, analyzed, identified cost-based equipment for competitive pricing, saving ~$5K to client   Installed, diagnosed, repaired, maintained, and upgraded hardware / equipment; resolved user workstations / laptops; tested laptop components for identifying software / hardware issues; reconfigured / rewired Cisco Meraki servers; installed a Buffalo Tera-Station

140TB Network Access Storage; set up user profiles and access control lists via Active Directory; tone generated building to diagram / label punch-downs and 20,000 square-foot, two-story building for network drops to trace network cabling and identify cable termination locations in server / other rooms for 144 data/phone cable runs/drops, 124 data cable drops, 20 phone cable drops, Wi-Fi users' system access, including ~35 user systems hardwired to network   Configured 12 static IP networked televisions and Apple TV's with screen-sharing for conferencing purposes; reconfigured / rewired system and server; assigned groups to color-coded Cat 6 cabling and labeled cable ends designating switch port number and punch-down panel numbers with panel ports correlated to building drops; grouped / system hard-wired three printers (a main Xerox 550/560 printer, two HP ink jet printers secured for human resources and accounting)   Initiated use of MS Visio to create a network model of system to include firewalls, access points, work stations and network nodes; recorded drop locations / port numbers to spreadsheet to define / label network ports and access points for current configuration and future growth / network administration; numerically labeled ports over 3-stacked punch-down panels; labeled ports over 2 48 port Cisco Miraki switches and the ports on a Cox phone switch; grouped workstations relative to department and network needs; determined existing / future connectivity type: Wi-fi or Cat 6 hardwire cabling; reconfigured and re-wired server rack; deployed a local Network Access Storage (NAS) with 140TB of storage   Trained intern in network reconfiguration plans   Used Jira Helpdesk for ~5-10 daily helpdesk tickets with a 85% resolution rate in 20 minutes or less providing technical support for company network users Network LAN Technician Bauer Compressors, Inc - Norfolk, VA November 2017 to February 2018   Defined user necessities (i.e. hardware, software, monitor, quantity and PCU) based on user's work station assignment and job duties, created employee badges using Arora T-Scan software and Alpha card printer data basing all badge issues and changes, maintained employee access authorization to four buildings, and employee account credentials (network access to software / programs configured for user duties)   Used Spiceworks as an IT Tech Support administration tool documenting any network issues / solutions and all hardware changes recording incoming machines and serial numbers; resolved tickets for users related to all computer problems

Repaired / replaced, re-imaged, and deployed Dell desktop workstations / laptops   Diagnosed for repair / maintenance to internal computer components (i.e. Central Processing Units (CPU), RAM chips, power supplies, network cards, graphics cards, cables); used Clone Zilla to re-image PC's for an average of 4-6 units weekly; saved overhead costs by re-purposing and salvaging good parts to repair machines Customer Support Technician Dominion Enterprises - Norfolk, VA April 2016 to January 2017   Assessed / analyzed customer computer networks and symptoms to identify and resolve customer computer issues; confirming standard system requirements of the Microsoft Azure based DX1 software;   Used Salesforce web based software to complete trouble-shooting tickets; resolved all technical issues for system users remotely   Answered incoming calls using a Cisco web-based call queue; controlled system users and groups using Active Directory; provided IT support services to end-users via Live Chat   Performed email administration for clients on POP3 & IMAP Servers;   Assisted clients in running reports and identified active / non active users running SQL queries using MySQL; used Dot Net Nuke version 9 (DNN9) to perform customer website administration with Java Script   Improved business processes, documented procedures and shared best practices in an employee shared Knowledge Base; collaborated with internal software development teams to improve data tracking and fields for capturing data effectively; reported customer trends to management Security Analyst Technician Chesapeake, VA November 2013 to February 2014 OTHER PROFESSIONAL & NON- IT-RELATED EXPERIENCE Admin. Personnel Clerk (E-4/0121), Hon. Disc US Marine Corps June 2004 to June 2004   4 years, Administrative Assistance / HR tasking (military)   4 years, Customer Service, Sales, Professional Driver (retail, media, telecommunications)   2 years, Help Desk Analyst (customer service, internal network systems)   1 year, Customer Support Technician (corporate, telecommunications)   4 months, Security Analyst Technician (telecommunications)   Security+ / CE - SYO-401 Certification Clearance: DoD, Secret (last adjudicated: 2003; expired: 2005)   Passport: United States Citizen (issued: 03/15; expires: 03/25)   HARDWARE / SOFTWARE / TECHNICAL / COMPUTER: Active Directory   Adobe Reader / DocuSign   Apple IOS, MAC, iPad & iPhone proficient   Aurora T-Scan Badge System   Buffalo Terra-station Network Access Storage   Cat 6 Cable, Terminators

and Crimping tools   Cisco Miraki switches and access points   Dot Net Nuke (DNN v9)   DROBO Network Access Storage   File Transfer Protocol (FTP)   IOT Nodes (Internet of Things)   Java Script   Jira Helpdesk   Linksys Wi-Fi Routers   Linux Red Hat & Ubuntu OS   Marine Corps Total Force System (MCTFS) - Unit Diary   Microsoft Azure   Microsoft Office: Word, Excel, PowerPoint, Outlook   Microsoft Windows XP, Vista, 7, 8, 10 & Server   Mobile Device Management (MDM) MySQL - Database Administration   Open Systems Interconnection Model (OSI)   POP3 & IMAP Salesforce   Spiceworks   Tech Genie   VMware   Wi-Fi Mesh Routers   Workday EXPERIENCE PORTFOLIO: Administrative Personnel Clerk US Marine Corps - San Diego, CA June 2000 to June 2004 Camp Geiger, Jacksonville, NC; Camp Allen, Norfolk, VA Education Bachelor of Science in Computer Information Science ECPI University - Virginia Beach, VA April 2014 GED Airline High School - Bossier City, LA Military Service Branch: United States Marine Corps Rank: E4 Certifications/Licenses CompTIA Security+ April 2017 to April 2020 Security+ / CE - SYO-401 Certification

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