

Client Systems Technician/ Administrator Client Systems Technician/ Administrator USAF- Client System's Technician/ System Administrator: DoD TSSCI (Eligible) Raleigh-Durham, NC Authorized to work in the US for any employer Work Experience Client Systems Technician/ Administrator USAF - Sumter, SC June 2017 to Present Entrusted with DoD information protocols as well as federal and internal security standards up to a Top Secret Level System Administer of over 2000 NIPR and 150 SIPR computers. Provided remote and in-person support to resolve issues. Troubleshoot and repaired desktop and mobile systems. Set up new computer systems and devices, including installing hardware and software and patching programs. Used diagnostic tools to identify hardware failures and replace non-functional components. Linked computers to network and peripheral equipment, including printers and scanners. Answered calls and emails at company s help desk, assisting employees and customers with troubleshooting computer issues. Configured hardware, devices and software to set up new work stations for employees.

Welder/Fabricator Peak Steel - Apex, NC April 2016 to June 2017 Chipped away debris and thick crusts of rust, slag and other materials to ready surfaces for welding. Prepared MIG welding equipment to perform advanced fabrication work. Operated hoists, cranes and power tools. Closely monitored project and material layouts and specifications to effectively cut, contour and bevel metal and structural shapes. Aligned and welded steel units into place, assessing each component for accuracy. Cut metal components to required lengths using various tools, including using metal shears, hacksaws and bar cutters.

Shift Manager Sheetz - Apex, NC December 2013 to April 2016 Kept employees operating productively and working on task to meet business and customer needs. Managed schedules, accepted time off requests and found coverage for short shifts. Boosted team productivity and efficiency by leveraging top-notch motivational and managerial abilities. Trained and mentored new employees to maximize team performance. Adhered to company standards and compliance requirements for operations and cleanliness of all areas. Performed forecasting to identify necessary changes for supply chain business.

Education Information Technology Community College of The Air Force - Montgomery, AL 2017 to Present High School Diploma North Hagerstown High School - Hagerstown, MD Skills Active Directory,

System Administrator, Microsft Office 365 Military Service Branch: USAF Service Country: United States Rank: Senior Airman June 2017 to Present The rank of Senior Airman is a transition period from journeyman to Non-Commissioned Officer (NCO). It is essential that Airmen develop supervisory and leadership skills through Professional Military Experience (PME) and individual study. Certifications/Licenses CompTIA Security+ October 2017 to October 2023 Additional Information Remote troubleshooting PC repair abilities System deployment Administration knowledge Maintenance implementation Network protocols Desktop support Data entry Customer service expert Software diagnosis Staff education and training Technical issues analysis Technical documents comprehension Application support TCP/IP Customer Focused Team oversight Troubleshooting Excellent problem-solving abilities Oral and written communication Product templates Remote access technology System upgrades Email management software Problem resolution Planning and implementation Process implementation Network maintenance Enterprise technologies Policy and procedure adherence Team leadership Written and oral communication Risk management Excellent communication skills Equipment oversight New employee mentoring System backups Data backup and retrieval

Name: Jamie Wilson

Email: igriffith@example.org

Phone: 818.946.3031x39800