

IT Field Technician IT Field Technician IT Field Technician - Digital One Technology Lynchburg, VA
Work Experience IT Field Technician Digital One Technology - Lynchburg, VA November 2018 to
Present Providing customer service by communicating technical ideas and making
recommendations to non-technical customers to help resolve any issues or problems Use system
analysis techniques to test and evaluate and provide detailed technical recommendations Network
troubleshooting of wired and wireless devices Offer support services, including installation and
configuration of hardware and software for personal computer equipment Troubleshoot and
diagnose equipment malfunctions, recommend solutions and repair as needed Resolve complex
issues while providing customers with exceptional customer service Apply IT principles, methods,
and practices in customer service and support to identify and resolve issues and problems
Diagnose, troubleshoot and repair networks, workstations, hardware, security systems, time-clocks,
and telecommunication systems Installation and verification of Cisco network equipment such as
routers, switches, cabling, wireless access points, etc. Install hardware and software while
adhering to information security policies principles and practices Delivery Driver Papa John's -
Lynchburg, VA November 2017 to November 2018 Ensuring excellent customer service through
accurate orders Making deliveries in a timely manor Complying to food and sanitation guidelines
to ensure a safe work environment Quality Analyst 1 Liberty University - Lynchburg, VA April 2017 to
January 2018 Worked with development team to write and execute test cases based on product
team requirements Reporting and documenting the status of the execution of those tests
throughout the process Using creative thinking to assess how the applications were used to create
new testing plans Creating test plans and documenting new testing strategies and process
improvements Lead Man in Construction Maintenance Department September 2013 to March 2017
Supervise and lead team members in carrying out high priority projects Lead and participate in
professional development training to equip myself and my team Use knowledge of the area to find
efficient solutions to reach department goals Production Line Worker Remington Arms Company -
Ilion, NY September 2010 to July 2013 Machined parts to send to assembly Analyzed the quality
of techniques to ensure the machines stayed properly calibrated Inspected and checked parts to

ensure they remained in gauge to the proper specifications Kitchen Worker Castlewood Caf
Restaurant - New Hartford, NY May 2010 to September 2010 Upheld health codes through food
preparation and caf cleanliness Assured customer satisfaction through providing quality customer
service in the food industry Provided safety by following lock up procedures while closing the caf
every night Floor Worker/Customer Service Bath and Beyond - New Hartford, NY October 2009 to
September 2010 Assessed the needs of customers and utilized resources to meet those needs
Maintained floor inventory by restocking and ordering products when necessary Facilitated
efficiency by maintaining overall store and storage organization Security Guard LB Security - Utica,
NY May 2009 to August 2009 Ensured safety overnight in the emergency room at Rome Memorial
Hospital Followed precautionary procedures in order to detect potential security breaches
Enabled quality patient care by providing a secure and safe hospital environment Clinical
Intervention Technician Omnicare Pharmacy Inc - New Hartford, NY March 2007 to January 2009
Entered data in order to organize and track patient information Advocated to long-term care
facilities and insurance companies on behalf of patients for medication approval Documented the
status of patient medication and communicated needed information to obtain insurance coverage
Education Associate of General Studies in Technology Liberty University - Lynchburg, VA 2008
Skills Typing, 70 wpm, C#, Visual basic, Jira, Java, Sql, Training, Microsoft office, Business
management, Maintenance, Networking, Microsoft Word, Troubleshooting, Network Management

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