

SERVICE TECHNICIAN SERVICE TECHNICIAN Auto Technician Norfolk, VA Authorized to work in the US for any employer Work Experience SERVICE TECHNICIAN RICK HENDRICK CADILLAC - Norfolk, VA October 2016 to January 2017 NETWORK ADMINISTRATOR BAYCREEK COMMUNICATIONS May 2012 to November 2012 Performed technical assistance in response to IT help desk tickets. Performed on site assistance to the resort as needed. Performed system upgrades. Performed installations and uninstallations of systems. Monitored network at all times.

Readily available 24 hours a day for technical assistance. TAX PREPARER JACKSON HEWITT September 2009 to May 2010 Prepared clients taxes. Provided quotes for clients requesting them. Followed up with clients that needed to return to finish their tax return. SERVICE WRITER PRISM POINTE TECHNOLOGIES November 2008 to January 2009 Diagnosed problems with computers and miscellaneous electronics. Worked with customers to resolve hardware related issues and ensured successful customer relationships. Provided customers with add-on options that would make their computer run smoother, better, and faster. ASSISTANT MANAGER ZAP ELECTRONICS May 2002 to May 2003 Kept inventory of all the stock in the store. Prepared daily deposits in an accurate and efficient manner. Education Diploma in Auto Technician Tidewater Tech-Trades - Norfolk, VA January 2016 to December 2016 Bachelor's in Technical Management DEVRY UNIVERSITY ONLINE January 2013 to July 2014 ASSOCIATE OF APPLIED SCIENCE in Electronics Computer Technician EASTERN SHORE COMMUNITY COLLEGE May 2011 Skills Excel (Less than 1 year), Microsoft Office (Less than 1 year), MS OFFICE (Less than 1 year), Networking (Less than 1 year), Powerpoint (Less than 1 year) Awards Presidents List 2016-06 Presidents List 2016-05 Presidents List 2016-02 Presidents List 2016-03 Presidents List 2016-08 Perfect Attendance 2016-08 Presidents List 2016-07 Presidents List 2016-09 Perfect Attendance 2016-09 Deans List 2016-10 Certifications/Licenses ASE Student Certification - Electrical/Electronic Systems September 2016 to September 2018 ASE Student Certification - Engine Performance September 2016 to September 2018 ASE Student Certification - Engine Repair September 2016 to September 2018 ASE Student Certification - Suspension and Steering March 2016 to March 2018 ASE Student Certification - Manual Drive Train and Axles April 2016 to April 2018 ASE Student

Certification - Automatic Transmission and Transaxle April 2016 to April 2018 Section 609

Certification May 2016 to Present Certificate Number: 1127805 Additional Information

Skills/Knowledge A+ and Networking + Certification courses Windows O/S8, 7, Vista, XP

Microsoft Office Applications (Excel, Word, Powerpoint, Access) 50 average wpm

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