

Database Administrator Database Administrator Database Administrator Chino Hills, CA Currently attending the University of La Verne for bachelor's degree in Information Technology. Former IT Support Technician and Military Veteran with 5+ years of proven experience in the United States Navy, and possessing an inactive Secret Security Clearance. Identified potential threats, ensured security of network systems, conflict resolution and utilizing tools used for exploitation and analysis of computer system and network vulnerabilities. Possess a comprehensive background in systems management, customer service, and process improvement derived from conducting domestic and global operations including South Korea. Possess extensive knowledge in team leadership, risk mitigation, and systems support. Career supported by Department of Defense training. Areas of expertise include: Strategic Planning Client Support Services Risk Mitigation Team Leadership Troubleshooting Diagnosing Communication Problem Solving Process Improvement Data Analysis Work Experience Database Administrator UNITED STATES NAVY 2010 to 2016 Provided telephone and in-person support to 20+ end-users, troubleshooting, diagnosing, resolving, and documenting hardware, software, and network related technical issues; deployed and reconfigured workstations and laptops Performed troubleshooting, and repairs to standard voice, data, video network, and cryptographic client devices on fixed and deployed environments Utilized an in-house ticketing system (service logs) to track, escalate, and resolve technical issues Sustained operating systems through effective troubleshooting, repairs and system performance analysis to deployed personnel devices Managed multiple system accounts in Korean Peninsula Kept records of training materials for over 10 employees to ensure job readiness and proficiency Followed standard operating procedures to act as System Administrator for Windows and Linux systems IT Support Specialist Maintained a 96% first call resolution, thereby reducing call back rates and enhancing customer service experiences for clients Reduced abandoned ticket resolution from 20% to 9% Resolved 140 network trouble calls and contributed 43% percent reduction Provided 24/7 helpdesk support for over 4 employee workstations and performed routine maintenance on all user accounts Monitored system recovery processes to ensure security features and functions were properly restored after power outages

SPECIALIZED RELEVANT TRAINING (United States Navy/Department of Defense) Systems Troubleshooting, Maintenance, & Repair Operational Risk Management Safe Home Computing Policies Removable Media Storage Access Control and Identity management Enterprise Server Management| Cyber Security Awareness Linux Information Assurance Education University of La Verne 2020 Associate of Applied Arts in Art Continuing Education Colorado State University - Glendale, AZ 2016 to 2017 Skills SHAREPOINT, MICROSOFT WINDOWS, WINDOWS 7, MICROSOFT OFFICE, MAC Assessments Project Management Skills: Time Management Highly Proficient August 2019 Prioritizing and allocating time to effectively achieve project deliverables. Full results: https://share.indeedassessments.com/share_assignment/orskwru6xrto1shm Technical Support Expert August 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/jab2kfrgzly0mrw8 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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