EXPERIENCE

United States Air Force- Madison, WI— Integrated Avionics Technician (SrA)

March, 2018 - January, 2022

Summary: Performed both preventive and repair maintenance on a fleet of 30 F-16 fighter aircraft to maintain mission readiness. This included working both alone and with a team to complete tasks like replacing broken parts, or repairing broken wires.

Key Highlights:

● Ran electrical diagnostics on F-16 jets to troubleshoot and make appropriate repairs to systems like pneumatic pressure, flight controls, radar threat warning, communication, and navigation.

● Supervised and educated new recruits on basic and advanced aircraft maintenance protocols and procedures.

● Routinely performed safe, on-the-spot, maintenance in stressful, time-sensitive, situations in order to ensure mission readiness.

Tech Support Representative - Remote - Liberty Tax

Nov, 2022 - Present

Summary: Assisting Navy Federal customers with any inquiries/issues they may be having while also providing top-notch customer support, ensuring both customer satisfaction and longevity.

Key Highlights:

● Utilize a ticketing system to track tickets and correct the issues in the related ticket

● Interface into franchisee computers using Splashtop Remote Connection to assist with (including but not limited to): program installs, printer setups, and even general troubleshooting

● Ensure all franchisee's software programs were up to date and all packages were installed properly

EDUCATION

Google IT Support Professional Certificate

Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs

Codecademy, Online

Attended online lessons for Full-Stack web development.I have completed several lessons, which can be seen in the awards section, each furthering my knowledge in HTML/CSS/JavaScript coding languages.

Coursera, Online

Currently enrolled in META's front-end web developer course. This specialization course consists of 9 courses, each teaching a different aspect of front-end web development. I have completed 7/9 of the courses, leaving only the interview preparation courses.

King's Fork High School - Suffolk, VA - High School Diploma

Cumulative GPA: 3.6

SKILLS

Ability to work individually or with a team.

Troubleshooting

Secret security clearance

React Framework

CSS/HTML/JavaScript

Object Oriented Programming

Problem Solving

Training/Educating

NextJS Framework

Basic Computer Architecture

Operating systems (Windows, Linux)

Remote connections and Virtual Machines

Software Management and IT Security

Computer Networking

Systems Administrations

AWARDS, VOLUNTEERING, CERTIFICATES

2020, 3rd Quarter: 378th Fighter Squadron - Airman of the Quarter

Regularly engaged in Air Force led volunteer opportunities like Habitat for Humanity

Certificate of completion : Build a website using HTML, CSS, Git, and Github Pages - Codecademy, 2022.

Certificate of completion for completing course: Code foundations - Codecademy, 2022.

Certificate of Completion: Google IT Support Professional course - Coursera, 2022