

# DAMION S FIDLER

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## PROFESSIONAL EXPERIENCE

### C3I Solutions Inc

Wilkes-Barre, PA *Help Desk Technician L1 Aug 2021 – Present*

- Utilizing the knowledge base to troubleshoot issues under users experience
- Working as a team player to assist colleagues in resolutions
- Identifying more complex issues and escalating as necessary for resolution
- Following up on tickets until resolution is met
- Working with SME and members of leadership to ensure Knowledge Base Articles are accurate

### Pomeroy Technologies

Wilkes-Barre, PA *Help Desk Technician L1 Feb 2021 – Aug 2021*

- Utilizing the knowledge base to troubleshoot issues under users experience
- Working as a team player to assist colleagues in resolutions
- Identifying more complex issues and escalating as necessary for resolution
- Following up on tickets until resolution is met
- Working with SME and members of leadership to ensure Knowledge Base Articles are accurate

### Spray-Tek

Allentown, Pennsylvania *Packer /Batcher August 2017 – April 2020*

- Packing material to drums/boxes and weighing to appropriate weight
- Washing dryers between product runs and ensuring they are fully clean in a timely manner
- Check product samples to ensure that they meet the customers specifications and if not notifying a production operator to have the problem resolved
- Weigh materials to add to the batch and verify use of correct materials
- Counting inventory of remaining materials after run is finished
- Testing the completed batch for Solids %
- Taking retain samples of raw materials and when required finished material as well

### McDonalds

Whitehall, Pennsylvania *Department Manager/OTP Feb. 2008 – Sept. 2017*

- Manage staff, prepare weekly work schedules, maintain store equipment, ensure food safety controls are in place and followed, control inventory, and manage shifts profitably.
- Manage human resources including training and hiring new employees.
- Maintain and repair store servers and POS Systems.
- Winner of McDonald's Philadelphia Regional Leadership Award

**Kraft Foods (Kelly Services Temp Agency)** Allentown,  
Pennsylvania *Picker/Pack June 2013 – Dec. 2013*

- Load materials and products into package processing equipment.
- Clean containers, materials, supplies, or work areas, using cleaning solutions and hand tools.
- Measure, weigh, and count products and materials.

**Trinity Plastics**  
Lewistown, Pennsylvania *Inspector/Packer Oct. 2012 – Mar. 2013*

- Examine and inspect containers, materials, and products to ensure that packing specifications are met.
- Assemble, line, and pad cartons, crates, and containers, using hand tools.

## EDUCATION

**Western Goveners University**  
Lewistown, Pennsylvania  
*B.S. Cyber Security & Information Assurance, Sept. 2021*

**South Hills**  
Lewistown, Pennsylvania  
*A.S. Information Technology, Sept. 2011*

## ADDITIONAL SKILLS

- Servesafe Certified
- Certified McDonald's Organization Technology Person
- Advanced knowledge of all versions of Microsoft's Operating Systems including Windows 7, 8, and 10.
- Comptia A+ Certification 01/9/2021 - 01/09/2023