

RICHARD FAULKNER

1718 Durwood Benton, AR 72015 · 501-442-8551

Richard.faulkner@arkansas.gov

Twelve-year military veteran of the Army and Marine Corps. Looking to advance my career in the IT field and put my skills and training to use to help a company thrive.

EXPERIENCE

FEBRUARY 2021 – PRESENT

COMPUTER SUPPORT TECHNICIAN

ARKANSAS DEPARTMENT OF CORRECTIONS

Perform desktop support for multiple units and offices. Responsible for the proper functionality of thousands of PCs, laptops, printers, phones, modems, and various other electronic and networked devices.

AUGUST 2017 – FEBRUARY 2021

SECURITY, PROGRAM SPECIALIST, CLASSIFICATION AND ACCREDITATION

OFFICER ARKANSAS DEPARTMENT OF CORRECTIONS

Began as security officer and worked my way up to classification and accreditation manager. Worked on many different levels with multiple people to keep the department accredited.

FEBRUARY 2016 – JULY 2018

BENEFITS SPECIALIST & CONSULTANT

AFLAC

Contracted for AFLAC for selling and marketing of insurance products. Consulted with business owners and managers to offers optional benefits for their employees. Self-constructed a personal website advertising services for AFLAC products. Maintained electronic devices and constructed databases for employee and business information.

MARCH 2013 – FEBRUARY 2015

SECURITY

ARKANSAS DEPARTMENT OF CORRECTIONS

Security officer for the Department of Corrections. Graduated top of the class in academy out of fifty-five.

JULY 2008 – OCTOBER 2012

US ARMY

Held multiple jobs including tax software quality assurance analyst to computer technician and data entry technician. Responsible for the oversee and quality control of tax software resulting in the savings of thousands of dollars to customers. Coordinated flight and convoy plans with passenger and cargo shipments saving the US Army millions of dollars in expenses compared to civilian enterprises. Responsible for maintaining cargo and passenger manifests and creating databases to track all shipments.

AUGUST 2007 – JULY 2008

Technician

WALMART

Service technician for Walmart.

MARCH 2005 – JULY 2007

SECURITY

REGIONS BANK

Security officer for Regions Bank.

FEBRUARY 1999 – FEBRUARY 2005

US MARINE CORPS

Artillery systems technician. Worked on many aspects of the artillery systems, to include troubleshooting and repair of electronics, hardware, and mechanics. Graduated number one in my class earning a meritorious promotion and certificate of achievements.

EDUCATION

SEPTEMBER 1999

SYSTEMS TECHNICIAN CERTIFICATION, ABERDEEN PROVING GROUNDS, MD

Honor graduate. Graduated top of the class. Four years in US Marine Corps to follow.

BUSINESS MANAGEMENT, ECOLORADO TECHNICAL UNIVERSITY

Worked on classes in Business Management while working in USMC.

COMPUTER SCIENCE, PULASKI TECHNICAL COLLEGE

Associate of Arts in General Studies

Associate of Science in Computer Science

INFORMATION SCIENCE, UALR

Currently enrolled and will graduate with bachelor's in 2022

SKILLS

- Microsoft Office Proficient
- Excellent personal and technical skills
- Knowledge of troubleshooting.
- Knowledge of web design (HTML and CSS)
- Computer maintenance
- Knowledge of installation and updating of software and hardware
- Knowledge of multiple computer languages