

**Frances A. Nicko,**  
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### **Core Qualifications**

Over 24 years of military experience, related fields: Maintenance Operations Management, Information Technology Instructor/writer, Operations Management, Administration, Security, Training, Management, Director of Help Desk Operations. Continuing education in Full stack development such as HTML, CSS, Bootstrap, JSON, MySQL, JQuery, Node.js, MongoDB, API, Javascript, GIT and Heroku.

### **Experience**

#### **The United States Army, 1990-2014**

*Organization Integration Director, Nov. 2013-Dec. 2014 (Retirement)*

- Oversee the daily performance of office staff's computer systems
- Set up employee equipment, performing proper installation of cables, operating systems, and appropriate software
- Read technical manuals, confer with users, and conduct computer diagnostics to resolve issues
- Confer with staff, users, and management to establish requirements for new systems/modifications
- Plan and organize the implementation of new communication equipment throughout nine agencies
- Advise Head Director on communication support and training for agencies within the organization

*Organization Communication Manager, Dec. 2012-Nov. 2013*

- Ensured 300+ computer systems ran efficiently on a daily basis
- Answer user inquiries regarding computer software or hardware operation to rectify problems
- Troubleshoot client errors and observe system functioning to verify correct operations
- Refer major hardware/software problems to Subject Matter Experts for service
- Tracked over 110 pieces of equipment were updated and reintegrated back into the organization
- Prepared, maintained and updated communication's reports in order to make recommendations

*Agency Director, March 2011-Dec. 2012*

- Supervised 58 team members on personal training, health, welfare, and morale

- Maintained accountability of all assigned equipment valued in excess of \$1,000,000
- Managed primary law enforcement/religious service personnel for community of 18,000 individuals

*Organizational Current Operations Manager, July 2007-Sept.2010*

- Provided Help Desk assistance to the various departments stationed in Afghanistan
- Managed all service interruptions and communication outages, tracking communication orders
- Implemented training, maintenance, logistics, leader development for 35 personnel, 17 communication systems, 60 vehicles and 17 generators valued in excess of \$20 Million
- Maintain records of problems and remedial actions taken using remedy ticketing system

*Instructor, Nov. 2004- Sept. 2006*

- Supervised 24 individuals daily and trained over 1200 trainees in communication systems
- Identified course objectives and assessments in order to develop curriculum for training program
- Made recommendations to program administrators based on potential course improvements
- Install/perform minor repairs to Unix/Solaris equipment, following installation specifications.
- Develop training materials and procedures, or train users in the proper use of hardware or software

### **Education and Certifications**

- Currently attending Austin Coding Full Stack, Full time Boot Camp at UT- Feb. 8, 2017
- Graduated Keller Graduate School with a Masters in Information Systems Management (MISM) with a concentration in Project Management
- Graduated Excelsior College with a Bachelors' of Science in Liberal Arts
- Graduated Troy University with an Associates in Science in General Education
- Cisco Academy Semesters 1-4, Augusta, GA
- Microsoft Windows 2000 Professional (MCP)