

STRENGTHS:

- Leadership and Team Management
- U.S Military – Mission Focus
- Electrical Systems Installation and Maintenance
- Troubleshooting and Problem Solving
- Technical Support and Systems Management
- Communication and Collaboration

AWARDS:

- Army Achievement Medal
- National Defense Service Medal
- Global War on Terrorism Service Medal
- Iraq Campaign Medal w/ Campaign Star
- Army Service Ribbon
- Combat Infantryman Badge
- Air Assault Wings

SOFTWARE PROGRAMS:

- Github
- Nmap
- Burp Suite
- Kali Linux
- CRM/Maximo/Asset Management
- Wireshark

Professional Qualifications:

Results-oriented professional with over twelve years of experience in facilities management, customer service and software/mechanical solutions. Expert in custom PC builds, hardware/software troubleshooting, cybersecurity, and network optimization while ensuring efficient resource allocation in high-pressure environments. Committed to maintaining high standards of quality and safety while contributing to the success of the organization and community.

Relevant Experience:

Consultant, Various, CA

Freelance IT Consultant- JAN 2021 – Present (As-Needed)

- Provided as-needed Information Technology (IT) professional services to optimize client's business operations including cybersecurity solutions, data protection, software installation, software integration and support.
- Conducted multiple penetration tests for clients and business networks/websites and provided solutions for found vulnerabilities and exploits. Provided recommendations and solutions.
- Provided technical support and lead multiple client's program implementation and software systems including, JD Edwards, ProDigiq, Quickbooks, CRM, Propworks, Maximo. Provided ongoing solutions and developed training materials/visuals for client staff.

Berts Mega Mall, Covina, CA

SSV Technician - JAN 2019 – FEB 2020

- Diagnosed and repaired systems in a fast-paced retail environment improving customer satisfaction ratings in just three short months.
- Ensured all technical systems (e.g., security systems, point-of-sale systems) were fully operational.
- Communicated and coordinated with management software system updates, inventory, labor expenses and maintenance schedules.
- Provided technical support to staff and customers, resolving issues efficiently streamlining maintenance processes reducing downtime by 17 percent.

Menetrey Construction, Glendora, CA

Electrician - NOV 2013 - JAN 2019

- Installed, maintained and repaired electrical systems in residential and commercial buildings.
- Planning overseeing projects and collaborating with other trades, city officials and public to complete projects on time within budget with minimal disruption.
- Communicated and documented planned power shutdowns and system updates and developed 24r-hour electronic monitoring system to quickly respond to issues. Interpreted blueprints and electrical codes to ensure work was performed to safety standards.
- Managing the production of the required deliverables, planning and monitoring of projects, troubleshooting repairs, minimizing labor expenses and improving overall project completion times.
- Upgraded electrical infrastructure, provided load testing analysis to accurately reflect field conditions. Provided alternative field solutions to customers and delivered project progress.

DEVIN P. CASE
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Cannon Property Management, Ontario/Tustin

Maintenance Technician - DEC 2012 – NOV 2013

- Managed two residential properties spanning over 484
- Maintained and repaired building fixtures and equipment, including locks, windows doors, screens, drains and developed efficient record keeping procedures for service requests.
- Preserved assets by developing quarterly maintenance schedules, ensured outsourcing was under budget and reviewed contractual scope and budgets.
- Created an asset maintenance schedule to improve infrastructure and equipment thus extending equipment life span.
- Resolved customer inquiries and escalated issues as they arrived, developed close.

US Army, Fort Campbell, KY

Infantry 11B - JUNE 2007 - DEC 2012

- Led and trained teams of soldiers in combat, adhered to strict military protocols improving compliance and maintaining discipline.
- Strategic Planning and coordination that achieved and overall, one-hundred fifteen percent reduction in violence leading to higher safety standards and operational efficiency.
- Coordinated large-scale security surveillance programs and identified safety areas for personnel and assets conducted patrols in adverse conditions to detect and respond to potential threats.
- Managed logistics, coordinated operations, and assisted in the strategic deployment of resources.

EDUCATION

- Glendora High School, Glendora, CA — Diploma, AUG 2001 - JUNE 2005