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| Joseph P. Calise  United States Coast Guard Veteran, self-motivated, personable individual dedicated to becoming successful in the Technology Industry. Through years of service, I am able to adapt and grasp new concepts quickly and efficiently to better respond to the problem at hand. EXPERIENCEGreenCoast Hydroponics — *IT Support Specialist*September 2020- July 2021  * Support for 11 store locations, over 75 computers (Windows 10) and 5 servers (Windows Server 2012) including but not limited to day-to-day helpdesk issues and requests, installing, testing, and rolling out new programs to all locations including Point of Sales Software (Counterpoint). * Responsible for asset tracking, ordering for store locations, onboarding/offboarding, creating, testing, and implementing companywide fixes and quality of life upgrades. * Responsible for training incoming personnel on the systems mentioned above, as well as manage incoming request and outgoing resolution for the company’s ticketing system (ZenDesk).  United States Coast Guard — *Boatswain’s Mate 2nd Class*July 2017 - April 2020 **Officer of the Day**   * Responsible for supervising the daily activities of Coast Guard Station Chatham to include Search and Rescue, Law Enforcement, and other Department of Homeland Security missions.   **Coxswain**   * Responsible for the safe operation of multiple USCG Search and Rescue assets and crews. At Station Chatham the underway missions included assisting distressed boaters, medical emergencies, commercial fishing regulations and recreational boating safety.   **Boarding Officer**   * Responsible for training, supervising, and directing a Coast Guard Maritime Law Enforcement team.  EDUCATIONCoastline Community College, Fountain Valley, CA — *Cybersecurity*April 2020 - December 2020REFERENCES **Cody Koerner**: Director of Technology, GreenCoast Hydroponics  Phone: (562) 725-5013 Email: [c.koerner@gchydro.com](mailto:c.koerner@gchydro.com)  **Sean Lane**: Information Specialist First Class, USCG.  Phone: (661) 547-9511 Email: [SeanLane444@yahoo.com](mailto:SeanLane444@yahoo.com)  **Benny Mosley**: Assistant Manager at The Walt Disney Company.  Phone: (562) 500-0406 Email: [Benmos31@gmail.com](mailto:Benmos31@gmail.com) | CERTIFICATIONS   **CompTIA Security+**    **CompTIA Network+** ACHIEVEMENTS   * E-1 to E-5 advancement in less than four years * Boatswain's Mate "A" School Graduate * Maritime Law Enforcement Academy graduate * Recipient of two Letter of Commendation |