Briona Jaramillo

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### PROFESSIONAL SUMMARY

Dedicated and experienced information technology professional who balances the necessity of daily connectivity management, maintenance, and modernization of network infrastructure while upholding positive relationships with customers and colleagues.

**Qualifications Include:**

Strong communication ability CompTIA Security + CE Leadership experience

Self-motivation Training aptitude Secret clearance

# **EXPERIENCE**

* Single-handedly implemented 57 KG 175-D TACLANE updates to ensure network compliance for the installation of JBER within 3 weeks, placing Alaska 5 weeks ahead of schedule.
* Maintained support and education of personnel in communication security protocol, data inventory, and network infrastructure.
* Managed additional duties such as; COMSEC, physical security, and customer ticket resolution.

**LEADERSHIP**

* Provided leadership to ensure all personnel had the proper guidance and awareness of objectives and completion deadlines.
* Taught technicians touch labor and remote access resolutions to daily customer requests.

## **WORK EXPIERENCE**

* Network Technician in The United States Army
* Insured customer care and satisfaction by Managing customer ticket resolution, providing services and assistance while working as a network technician.
* Insure all employees are aware of objectives and expectations while customers are informed of problem source and resolution.

# **EDUCATION**

* Current student at Oregon State University – Cascades.
* Aug 2018 – May 2019 Montcalm Community College, 37 Semester Units in General Studies, Stanton, MI.

### Jul 2016 Advanced Skills Course, Information Technology Specialist Training, 22 week course.

### Oct 2015 Basic Skills Course, 10 weeks .