**John Gilbertson**

John.Gilbertson.91@gmail.com  (208) 219-4699  Peoria, AZ

**WORK EXPERIENCE**

**Midwestern University Feb. 2022 – Present**

*Front Desk Assistant (Student Services) Glendale, AZ*

* Transfer data from various documents into Excel spreadsheets.
* Assist students, faculty, staff, and Student Services team members with setting up events around campus.
* Help with administrative tasks such as emails, outbound calls, and additional duties the Student Services department may need assistance with.

**Ring Aug. 2018 – Feb. 2022** *Technical Support Agent (Remote) Tempe, AZ*

* Successfully closed 6,000+ tickets for technical issues ranging from device errors, network complications, and general information about products.
* Assisted 20,000+ customers with technical issues, account logistics, billing, shipping, and general product information.
* Mentored team members to help improve their key performance indicator scores.

**U.S. Air Force May 2012 – May 2018** *Water & Fuel Systems Maintenance Germany, Qatar, and United States*

* Awarded Air Force Achievement Medal in 2014 for playing a key role in the completion of 1,400 service work orders guaranteeing $9.5 billion dollars of aviation fuel to be distributed to aircraft and recovering 15,000 gallons of glycol ensuring adherence to strict Host Nation laws.
* Played a critical role assisting a sewer operations crew by maintaining 20+ lift stations and clearing a total of 250 feet in sewer main stoppages, preserving the quality of life for the entire base personnel (11,000 U.S. and U.S. –led coalition forces).
* Completed dormitory service work orders, reducing a backlog by 20% and increasing the quality of life for 550 personnel.

**EDUCATION**

**Arizona State University Aug 2019 – May 2023**

*B.S. Information Technology Tempe, AZ*

* Focus Area: Cybersecurity
* Cumulative GPA: 3.84 | *summa cum laude*

**SKILLS/EXPERIENCE**

* Windows, Windows Server, Active Directory, Office 365, Mac OS, Linux, VMWare, HTML, CSS, JS

*References available upon request*