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| STEVENLACY 3259397521  1111 S Akard St. Unit 407, Dallas TX 75215 | |
|  | stevenlacy176096@gmail.com |
| PROFESSIONAL SUMMARY  SKILLS  WORK HISTORY | Cable/Fiber system installer/maintainer with 3+ years experience in the Army. Currently pursuing major in associates of information technology, with network and routing knowledge.  Understanding of client business  requirements ***Fiber Optic Splicer Certified***  Previous technical support experience  Works well in a team environment Fast hands on learner  Accurate Troubleshooting ***SECRET CLEARANCE***  Cable Installation • 67th Signal Battalion  Augusta, GA • December 2014 to Current |

Worked collaboratively with clients, team members, implementation consultants, and resources across the company to achieve desired results. Provided high level and in depth technical support by resolving inquiries by phone, e-mail and web, in a manner and time frame consistent with department and team service levels and goals.

Contacted new and existing customers to discuss their needs, and to explain how these needs could be met by specific products and services.

Programmed and troubleshot devices following installation.

Repaired malfunctioning system components.

Installed cable support systems and prepared workstation outlets.

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| EDUCATION | High School Diploma • Lake View High School |

San Angelo, TX • 2014

Currently enrolled at Central Texas College

Continuing education in Information Technology

* Net + , Sec + in progress