**Alex Van Orden**

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2200 Savannah Road

Elgin, IL 60123

**Objective**

My goal is to find a company where my skills and knowledge in network engineering, and my love of technology, will be a great asset. I have been award-winning and successful working with thousands of customers in different jobs and roles, finding satisfactory and cost-effective solutions to multitudes of technical problems. I want to continue with a hands on role that allows me to further refine my networking skills. I am adaptable, dedicated, resourceful, hardworking, and a quick study.

I aim to continue to develop my skill set and knowledge through further certifications that will be beneficial to both myself and the company. In the past, I have been a great team member that contributes towards a company's growth through outstanding performance with problem-solving results, and I want to carry on that tradition. I have a proven and successful track record, and I am confident that my skills, knowledge, abilities, and experiences will be of great value to my next employer.

**Certifications**

* 04/2015 - CCNA - Routing & Switching
* 08/2014 - CCENT
* 08/2013 - Network +
* 10/2010 - A+

**Experience**

**06/2009 - 06/2013 Verizon Wireless Elgin, IL - Technical Support Coordinator**

- Provided award winning technical support and customer service via email, chat, and phone systems

- Assisted customers via multiple internal systems and Remedy ticketing

**01/2008 - 05/2009 Hertz - Elgin, IL - Manager I**

- Negotiated partnerships with local businesses, performed rentals via contracts, handled deposits, performed daily, monthly, quarterly individual and business performance reporting

**06/2007 - 11/2007 Honda Financial Services - Elgin, IL - Customer Service Representative**

- Assisted with payments, contracting questions and issues, and negotiated resolutions to disputes

**12/2006 - 06/2007 Pro-Active Solutions - Carol Stream, IL - Tier II Technical Support**

- Provided level two technical support on a range of electronics products

**06/2005 - 03/2006 Sears Roebuck - West Dundee, IL - Sales & Customer Service**

- Electronics department sales and support representative

**09/2000 - 09/2002 US Army - Fort Polk, Fort Bliss, Fort Sill - Specialist**

- The Distinguished Honor Graduate - 14J - Command, Control, Computers & Communications Tactical Operations Enhanced Operator and Maintainer

- Operated a Unix based system, operating over radio networks to perform mapping operations for early warning of aircraft for intelligence operations

-Secret Security Clearance (currently lapsed but I am clearable)

**Education**

**05/2006 - Northern Illinois University - DeKalb, IL**

* Bachelors of Science - Business Administration & Psychology

**06/1999 - Larkin High School - Elgin, IL**

* High School Diploma

\*Willing to relocate for the right opportunity.