



## Cornelius Toole

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Mobile, AL 36601

## SUMMARY

Authorized to work in the US for any employer

Capable IT Support Technician experienced in helping users correct problems with computer systems, mobile devices and peripheral equipment. Knowledgeable about usability and security concerns. Comfortable working alone to successfully investigate and troubleshoot problems.

## SKILLS

- Professional Driving
- Customer Service
- Transportation
- Social Media
- Driver
- Warehouse
- Operations
- Forklift Operation
- Dispatching
- Technical Support
- Video Production
- Video Editing
- Crime Prevention Methods
- Customer Support Needs Assessment
- Technical Troubleshooting

## EXPERIENCE

Security

AL

Allied Universal/ Mar 2021 to Current

- Provide customer service to our clients by carrying out safety and security procedures, site-specific policies and when appropriate, emergency response activities
- Respond to incidents and critical situations in a calm, problem solving manner
- Conduct regular and random patrols around the business and perimeter
- Working environments and conditions may vary by client site.

Operator

AL

Greyhound Lines Incorporated/ Mar 2015 to Mar 2020

- Operate bus routes in the southeast US as assigned, and as needed on call for other assignments nationwide
- Manage 35 to 40 passengers per trip, including ensuring the safety and security of passengers and cargo
- Deliver busses to various areas of the country and drive chartered routes, including military charters, as needed
- Inspect assigned vehicle to ensure that all systems and equipment are properly maintained and functioning
- Maintain DOT logbook, and ensure all Greyhound Express freight items delivered accurately and on time
- Achieved DriveCam Honor Roll safety award for 2015

Professional Driver

Colonial Trailways Inc Aug 2013 to May 2015

- Operated charter and regular routes as assigned
- Shuttle services for bowl games and other events

- Inspected vehicle
- Maintained logs
- Ensured the safety and security of passengers

School Bus Driver

AL

Mobile County Public School System/ Oct 2011 to Aug 2013

- Managed the timely pickup, delivery to school, and return home of students on assigned route
- Ensured the safety and security of students, including ensuring that no children were left on bus at any time
- Maintained order on the bus and enforced compliance with applicable policies and procedures
- Conducted daily safety and maintenance inspections of assigned vehicle

## EDUCATION AND TRAINING

College Degree: Computer and Information Systems Security/Information Assurance

Erie Community College Jan 2009

Buffalo, NY

## CERTIFICATIONS

### **Adobe Premiere Pro CC - Essentials Training**

April 2021 to Present <https://www.bringyourownlaptop.com/cert/eksf7aB2yxJ3GgC66fgZm>

### **Technical Support Fundamentals**

March 2020 to Present Coursera- 6MGKT55UP6EN

### **Demo Reel**

<https://waitamminute84.myportfolio.com/demo-reel>