

Name

Location • Phone #
gmail.com • linkedin.com/in/name

Personable and patient technician passionate about helping others. Capable educator and communicator in technological subjects through written or verbal communication. Enthusiastic troubleshooter with a proven track record of excellence. Possessed of strong work ethic and ability to work under pressure to complete projects.

Education

Bachelor of Science in Information Technology **2019**
3.72 Major GPA/3.70 Cumulative, Magna Cum Laude
Arizona State University, Tempe, AZ

Skills

- Systems: Windows 7/8/8.1/10
- Software: Active Directory, Oracle VM VirtualBox, MS Office Suite
- Networking: TCP/IP, DHCP, DNS, Internet Security
- Hardware: PC, Laptop, mobile device, printer troubleshooting

Professional Experience

Field Service Representative | Company, Place **Time – Time**

Coordinates the development of processes and procedures to identify performance issues and isolate problems not detected by diagnostics and documentation. Develops and provides solutions to a wide variety of technically complex problems. Performs business activities and operates at the customer's locations.

- Provides advanced troubleshooting guidance as subject matter expert on proprietary
- Oversees the adoption of new system and provides in depth training to customers
- Conducts data analysis to identify and address appropriate training content and objectives through specialized software
- Verifies accuracy and quality of products through constant monitoring of data sources and refinement
- Serves as the main contact for all customer questions to ensure uninterrupted service and reliability of systems
- Document and maintain detailed records of catalogued errors in order to increase efficiency in resolving issues

Avionics Technician | United States Air Force, Worldwide **Time – Time**

Isolates malfunctions and repairs/inspects A-10, F-15, U-2 integrated avionics systems. Monitors equipment performance and detects and analyzes malfunctions. Interprets inspection findings and determines corrective action adequacy. Inputs, validates, and analyzes data processed to automated systems.

- Lead avionics technician on 24 F-15E aircraft valued at \$1.3 billion
- Coordinated in-depth troubleshooting of a multitude of systems to include radar, flight controls, communication, navigation, and electronic warfare
- Managed a shift of 15 workers; provided mentorship and training instruction to increase career proficiency
- Assured that safe and correct maintenance was accomplished through careful deciphering of technical manuals

Certifications

CompTIA Network+ ce **March 2019**
Google IT Support Professional **August 2018**