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## Information Technology Specialist

Army Veteran with a diverse background in operations management, training, and information technology. Experience in managing risk to protect assets, property, and equipment valued over \$1M while meeting the expectations of Senior Managers. Possess educational experience and training in cybersecurity and networking fundamentals with hands-on training in a service desk environment for a large enterprise accounting firm and a managed services provider. Able to apply problem resolution and troubleshooting skills to effectively diagnose and repair software and hardware related issues.

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## TECHNICAL SKILLS & QUALIFICATIONS

- **Operating Systems:** Windows 7, 10, 11; Linux; Mac OS
- **Project Management:** Slack, Microsoft Teams, Google Workspace
- **Software:** Microsoft Office Suite (Word, PowerPoint, Excel, Outlook)
- **Ticketing Tracking:** ServiceNow, ConnectWise, AirTable

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## PROFESSIONAL EXPERIENCE

Tech For Troops

May 2024 - present

### IT Technician / Warehouse Support

Contributed to the operations of an Information Technology warehouse at a nonprofit organization dedicated to serving Veterans.

- Performed diagnostics, refurbishment, and repairs on 40+ laptops weekly, ensuring optimal functionality and performance. Cleared fingerprint information associated with previous users from computer systems, ensuring data privacy and security.
- Managed the weekly collection and processing of over 100 desktop and laptop computers, monitors, servers, and other peripherals for recycling and repurposing.
- Utilized Clonezilla and Window Deployment Services to successfully image over 200 laptops, deploying Windows 11 Pro edition.
- Trained 40 Veterans in essential computer skills—including mouse navigation, sound and Wi-Fi troubleshooting, and Microsoft account setup for Office 365 access—while reinforcing cybersecurity fundamentals such as strong password practices, phishing awareness, and device locking to promote secure digital behavior.
- Selected to provide Tier 1 IT support for returned laptops, leveraging strong diagnostic skills to resolve issues such as password recovery, malware removal, and Windows 11 upgrades, using remote tools like Quick Assist and Google Remote Desktop for efficient troubleshooting.

Cloud Managed Services Group

September 2021 – April 2024

### Service Desk Technician

Member of a team responsible for handling first level support of service requests supporting a large enterprise accounting firm through contract of about 10,000 users in a professional and timely manner.

- Resolved technical issues via phone, chat, and tickets using remote administration software tools (Microsoft Teams and TeamViewer) to assist users; consistently meeting the SLA metrics for the firm.
- Achieved average of over 92% First Call Resolution over the last 6-month period, surpassing company average by 6%.
- Created and updated IT support tickets using ServiceNow per firm's standard operating procedures.
- Remedied Microsoft Office suite applications problems for users - making Word, Excel, and Outlook more efficient and productive.
- Supported user account management using Active Directory; performed password reset, group membership changes and distribution list modifications.
- Mentored six new interns quickly incorporating them into productive members of the team.
- Selected to collaborate with firm's Knowledge Base Coordinator to update and streamline documentation; helping support personnel and end users interact properly with hardware and software.

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## PROFESSIONAL EXPERIENCE (continued)

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Cloud Managed Services Group

May 2021 - July 2021

### **Service Desk Technician; Intern**

Provided Tier 1 support of service for a managed service provider.

- Inventoried over 250 Client computer systems; checked for outdated OS and Hardware.
- Diagnosed, troubleshooted, and resolved a wide range of software, hardware, and connectivity issues; addressing problems with Windows 7 and Windows 10 OS.
- Communicated with clients to inform them of incident progress, implemented changes, and agreed outages using ConnectWise.

United States Army

2005 - 2019

### **Army Band Musician**

Managed all training data entry into the central database for a 40-person team. Led band as a Drum Major and Conductor on high profile performances. Collaborated with the Operation section to smoothly run the team.

- Supervised, trained, and mentored a 4-person team in all aspects of performance as a Rock/Jazz Group resulting in over 150 community concerts.
- Maintained 100% of unit property book worth \$1M+ for 2-month transition with no discrepancies.
- Oversaw over \$130K worth of percussion and chemical equipment.
- Mentored 4-member team for an inspection; received highest ratings in all areas.

### **Operations Supervisor**

Served as Operations Supervisor for over 50 performances; ensured all logistic and ground movements were managed.

- Facilitated Substance Abuse program for 40-person unit; completed over 25 urinalyses with 100% accuracy.
- Led and motivated a 5-person team for 6 months with a 100% success rate.
- Reconstructed supply record keeping ensuring readiness; accounted for over \$50K in supplies.
- Executed over 140 Human Resource transactions without error.

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## EDUCATION

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### **ECPI University, Richmond, VA**

*Bachelor of Science in Computer & Information Sciences, Cybersecurity, GPA 3.7 | Summa Cum Laude*

**Relevant Coursework:** Advanced Cyber Security, Ethical Hacking, Advanced Defense and Countermeasures, Service Desk Fundamentals, Windows Active Directory, Advanced Windows Server, Intermediate Routing & Switching/Lab, Linux Administration, Computer Configuration, Cloud Solutions, Network Scripting, Introduction to Programming (Python)