

SKILLS SUMMARY

- Advanced LANS & PC Communication
- Altiris Deployment Solution
- Fiber Optic Troubleshooting
- Cisco Network Switches & Routers
- Experienced Leader
- Highly Organized
- Visual Basic/HTML Programming
- Active Directory
- Extensive MS Office/Outlook Experience
- Advanced PC Troubleshooting
- Proven Self-Starter
- Persistent Troubleshooter

WORK HISTORY

Madison County Public Schools Technology, Technology Support Intern 11/2007 – Present

- Working as a member of a small team of IT professionals maintaining a network of over 12000 users.
- Employed various networking solutions to configure PC workstations remotely as well as creating images for a wide assortment of computer models.
- Documented and implemented many online troubleshooting walkthroughs that provided users the option of fixing their own IT problems; consequently increasing the overall effectiveness of the IT department.

Eastern Kentucky University, Technology Support Intern 7/2006 – 6/2007

- Worked in support of Eastern Kentucky University community with user base in excess of 2500 faculty and staff.
- Primary emphasis on the diagnosis and repair of hardware and software issues. Worked closely with users resolving usability problems and implementing data recovery solutions.
- Installed and configured a variety of PC workstations to include, Microsoft 2000/XP/Vista, OSX, and familiar with Linux.

United States Army, Chemical Training Officer 9/2003 – 11/2005

- Managed and maintained over \$300,000 of chemical protective gear as junior personnel with superior results.
- Trained and advised senior leaders on chemical warfare, training and standard operating procedures.
- Awarded “Best Nuclear, Biological, Chemical Room in Division” as junior personnel.
- Achieved rank of Staff Sergeant/mid-level manager.

United States Army, Infantry Squad Leader 3/2000 – 9/2003

- Supervisor for eight people, working in demanding and stressful situations.
- Worked effectively in groups with diverse team members.
- Completed monthly written and verbal evaluations for assigned staff of eight.
- Served as a Sentinel at the Tomb of the Unknown Soldier.

Waffle House, Unit Manager – Louisville, KY 12/1997 – 3/2000

- Responsible for staffing, scheduling, and overall morale of 12-15 associates.
- Maintained bank records, payroll reports, and operation reports.
- Ordered and inventoried rations for over 1,500 daily meals.
- Increased sales to an all-time high by improving customer service.

EDUCATION

Eastern Kentucky University Richmond, KY

Bachelor of Science, Computer Electronic Networking, 2008 (3.6GPA)
Associates of Science, Computer Electronic Technology, 2006

United States Army 3/2000 – 3/2008

Primary Leadership Development Course - Management, and Problem Solving Analysis.
Basic Non-Commissioned Officers Course – Management, Leadership, and Administrative Procedures.
Specialized training in: Leadership, Team Building, Firearms, Diversity, Record Keeping, First Aid, Communication, Drug and Alcohol Counseling, Sexual Harassment, Suicide Prevention, and CPR Certification.

Relevant Course/Work Projects, Senior Capstone

Compiled a VB code that consolidated multiple school cafeteria personnel tasks; such as automated debit transfer for students, intuitive touch-screen food selections, and automated Email notifications for parents, as well as incorporating biometric fingerprint identification, consequently maximizing efficiency and reducing overhead costs of a typical cafeteria.

IT Certifications

- **A+**
- **Network+**
- **Security+**