

JOHN DOE

12345 Main Street
Atlanta, GA 12345
Cell:(555)555-5555
jdoe@yahoo.com

SUMMARY OF QUALIFICATIONS

Top-performing Network Systems professional with 4 years of experience in computer installation, configuration, troubleshooting, desktop support, and network management. Proven Network Maintenance Manager with excellent customer service ratings. Currently possess a DoD Secret Security Clearance.

AREAS OF EXPERTISE:

- Installation & Configuration
- Troubleshooting
- System Upgrades
- Leadership/Management
- End-user Support
- Training Development
- Property Accountability
- Systems/ Integration
- Information Security
- Administrative Systems
- Account Management
- Customer Service

PROFESSIONAL EXPERIENCE

Nodal Network Systems Operator/ Maintainer United States Army, Fort Dix, NJ **May 2014 - Present**

- Manage a team of 5 soldiers for daily network operations that conduct field level maintenance on electronic nodal assemblages, combat net radios, and ancillary communications equipment.
- Conduct technical inspections, supervise troubleshooting and test diagnostics procedures, manage equipment repair and Quality Control, and maintain an equipment account for over \$15M with zero notable losses.
- Awarded the Army Achievement Medal for the flawless management of a maintenance team with a \$25M supply account; zero losses or damages.
- Perform system/network operations and correct system faults on all communication equipment valued over \$3M.
- Conduct maintenance on internal communications systems devices; ensure all systems are operational with a 99% readiness status.

Network Switching Systems Operator-Maintainer United States Army, Fort Dix, NJ (Operation Iraqi Freedom (2012- 2013)) **Jun 2011 - Apr 2014**

- Maintained the security of \$125M of accountable equipment; resulted in zero losses.
- Conducted IT Training for over 80 employees; resulted in a 20% decrease in trouble tickets.
- Led two 6 personnel IT Teams during deployment to Iraq; resulted in IT Team receiving an “Outstanding Rating” during 2012 Annual Inspection.
- Created a database for equipment maintenance accountability, decreased purchasing costs by 20% and increased equipment turnaround times by 30%.
- Installed, operated, and performed strapping preventive maintenance and services on all communication security devices valued over \$2.5M.
- Maintained a secure network that provided customer services to over 1300 employees.
- Enforced maintenance safety and risk management practices; resulted in zero safety violations, significant injury or loss of life in a combat zone.

EDUCATION

Associate’s Degree, General Studies **May 2014**
Central Texas College, Killeen, TX

TRAINING

Network Switching Systems Operator-Maintainer Course **Apr 2012**
United States Army, Fort Dix, NJ