

**My Name**  
**My email address and Phone #**

### **CAREER SUMMARY**

- CompTIA A+ Certification, PC Construction, SOHO Networks and Security, 15+ years of hardware/software assembly and troubleshooting, expert experience in Windows systems, Android and iPhone, with 17 years of customer service.
- Knowledge of Active Directory, Windows Server, network configuration, and ticketing systems.
- Desire to continue obtaining certifications in IT to further contribute growth in the workplace and within myself.
- Extensive experience interfacing with customers/clients of all types, from infants to Generals

### **PROFESSIONAL EXPERIENCE**

**Freelance English Tutor**

October 2017 - Current

Aided in understanding and analysis of meaning and themes in literary works, taught grammar, spelling, and essay construction to students.

- Emphasized clear and concise writing style.
- Trained clients to communicate ideas on broad variety of subjects.

**Audi @ Location**

December 2016 - September 2017

*Parts Specialist*

Point of contact for customers, mechanics, salespeople, and managers for inventory and quick delivery of necessary parts.

- Mastered multiple databases to deliver parts to mechanics in the fastest possible manner.
- Expedited parts orders working with wholesale, retail and internal customers.
- Maintained inventory control procedures for material accountability.

**Cafes - Starbucks/HP Cafe**

March 2014 - September 2016

*Barista*

Provided customer service to hundreds of caffeine-deprived individuals daily. Prioritized customer satisfaction and streamlined operations.

- Prep work included stocking and cleaning as needed
- Performed stockroom duties - received shipments of stock, logged all received items, reviewed for shipment discrepancies to ensure inventory was correct

**US Army, Joint Base Lewis-McChord**

August 2010 - January 2014

*Cannoneer*

Junior section leader - managed approx. 8 other soldiers. Wide-ranging duties including performing maintenance, logistics, and personal security details. Received promotion ahead of peers and earned multiple awards for proficiency and performance under duress.

- Received, tracked, managed high value communications equipment, hazardous materials, fragile cargo, with a special concern to asset security and personal security.
- Executed successful tasks involving heavy industrial equipment, cargo transportation, armed patrols and guard duties while maintaining a safe and secure environment for the assigned section.
- Maintained order while multitasking in a high stress environment with regards to equipment, human assets, and supplies.

**EDUCATION**

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|--|----------------|
| ● A+ Certification                                   | Complete       |
| ● Network+ Certification                             | In Progress    |
| ● Security+ Certification                            | In Progress    |
| ● State College - BA English Literature              | Graduated 2019 |
| ● High School - Location                             | Graduated 2005 |
| ● Spanish Level 3 - Professional Working Proficiency |                |