**Job Position**

*Field of Preference: Bio-Medical or Radiotherapy Service Engineer*

**Qualifications Profile**

U.S. Navy trained and certified advanced Electronics Technician (ET), who is a multi-faceted, results-driven field service professional, offering experience in field servicing, operations, including servicing and customer satisfaction. Adept at conceptualizing solutions to solve complex issues. Known for exceptional technology skills and people skills that delivers peak performance toward attainment of servicing goals. Looking to leverage military training, field experience, great work ethic and commitment to excellence to enter the biomedical engineering arena.

**Summary of Experience**

**Technical Courses:**

* Advanced Electronics Technical Core/Electronics Technician Communications Strand, U.S. Navy “A” School, 2002
* Information Systems Maintenance Technician, U.S. Navy “C” School, 2006

**Security Clearance:**

* Top Secret SCI - Granted 10/01/2012
* CI Poly - 03/28/2014

**Certifications:**

* Security+ certified CE, CompTIA, Cert. No. WQPJQFTJB3E4KYNW, 2014
* A+ certified, CompTIA, Cert. No. W19HJMVKSDV1C3XY, 2014
* Windows 7, Configuration Cert. No. F114-9553, 20142

**Work Chronology and Key Accomplishments**

**Field Service Representative** February 2015 – Present

**LEIDOS** - Augusta, GA

* Network and communication support for ARST PED operations; Including maintenance and configuration of MAAS system, NetApp storage systems, SATCOM systems, network setup and configuration, COMSEC and crypto management.
* Supporting MAAS systems, Windows operating systems, remote desktop support and ISR collection systems.
* Coordination and direct support with the site lead and local supported customer to ensure daily tasks are completed as required to support 24x7 PED operations with maximum mission effectiveness and customer satisfaction.
* Responsible for new client compliance, on-boarding.

**Senior Electronic Technician (Help Desk/System Administrator)** April 2014 – February 2015

**CACI International Inc.** – Augusta, GA

* Hardware, help desk and System Admin support for 240+ users across three different virtual desktop infrastructure (VDI) networks using VMware and two different normal desktop networks for the 116th MI Brigade;
* Configure computer systems, operating system images, user applications/programs, active directory, user accounts and profiles, communications devices and peripheral equipment;
* Install network equipment, user hardware and peripherals and images and configures Windows desk top systems;
* Trouble shooting and solving issues for windows office programs;
* Train 23 technicians in VDI and active directory management support.

**Senior Electronic Technician** January 2013 – April 2014

* Provide hardware support to approximately 380+ users across three different networks for the 513th MI Brigade;
* Configure systems, communications devices, and peripheral equipment;
* Perform stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring;
* Install network, user hardware and peripherals and imaged and configured hard drives for different networks systems;
* Develop test strategies, devices, and systems;
* Review system standards to ensure new hardware meets the security and hardware standards;
* Contribute to deliverables and performance metrics/

**SAIC (Science applications international corp.)**

**Network Administrator –** Augusta, Ga December 2011 – January 2013

* Provide network support to approximately 700+ users across six different networks for 513th MI Brigade.
* Configure systems, routers, switches, communications devices, and peripheral equipment.
* Perform IOS (Operating system) upgrades, network monitoring, switch and router configurations, decisive trouble shooting, maintenance and installation. Installs network and user patching.
* Review system standards to ensure new switches and routers meets the security, network and hardware standards.

**Hardware Technician** January 2009 – December 2011

* Provide hardware support to approximately 700+ users across seven different networks for 513th MI Brigade;
* Configure systems, communications devices, and peripheral equipment;
* Perform stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring;
* Install network and user hardware and peripherals;
* Develop test strategies, devices, and systems;
* Review system standards to ensure new hardware meets the security and hardware standards;
* Contribute to deliverables and performance metrics.

**Multiple Positions** September 2002 – January 2009

**United States Navy** – Norfolk, VA

**Junior Supervisor** January 2007 – January 2007

* Support the closing of Naval Computer and Telecommunications Area Master Station (NCTAMS) DC saving the Navy over $250,000.
* Assignments were broad in nature, requiring originality and innovation in determining how to accomplish tasks, including:
  + Manage the installation and removal of over 8,000 feet of Cat 5, Cat 6, Cat 3, fiber and coaxial cables.
  + Maintain over 200 phone lines, including installation and repair of 110 and 66 phone blocks.
  + Maintain a phone data base using Microsoft Excel.
  + Supervise the installation and removal of communications equipment and other miscellaneous equipment.
  + Plan, formulate, and implement plans, applying expertise on multiple complex work assignments for military documented work orders.
  + Assist Navy Marine Corps Intranet (NMCI) with computer and network connections, involving installing work stations and replacing computer hardware components.

**Junior Supervisor on the USS SAIPAN** October 2004 – September 2006

* Operate with appreciable latitude in developing methodology and presenting solutions to problems;
* Administer over 1,500 LAN drops to associated switches;
* Operate, maintain and repair multiple radiological systems, which includes fallowing signal flow charts, test point and component level repair;
* Define and manage strategic, tactical, and operational ET plans in support of time sensitive operations, including:
  + Provide analysis related to the design, development, and implementation of hardware for products;
  + Organize projects, prepared work plans, and released implementation schedules;
  + Work with technical, compliance, validation, and quality groups to review validation documents relating to requested changes.

**Electronics Technical (ET) Technician**  September 2002 – October 2004

* Assist in coordinating and managing command ET trouble call log;
* Strategically respond to customer feedback to achieve excellent customer relations;
* Supervise a crew of three technicians to repair and replace the ships High Frequency Radio Group (HFRG) system bringing it from 62% up to 98% efficiency.

**Education**

**Bellevue University**, Bellevue, NE

Information Technology (2014 – Present)

(Currently an Online Student)

**Ruskin High School**, Kansas City, MO

Diploma – 2001

**Honors and Awards**

**2012 Science Applications International Corporation YES Award** - “Your Excellence Shows” Award for exceptional commitment and outstanding contribution to the Intelligence System Business Unit of SAIC