

## TSO/FLOATER

### Career Overview

To obtain a position to provide for my family after finishing my call of duty and term of service I indebted to my country with Honor and Prideâ€

IT specialist versed in software administration and data communications.

Highly skilled Personal Computer Support Technician offering vast knowledge of network security at desktop, server and internet levels.

Efficient and organized surveillance professional with 7 years in security and safety compliance. Extensive security guard training, as well as MP training (Military Police)

Quality-focused and efficient Cook adept at preparing and plating food in high energy, fast-paced kitchens. Line Cook with more than 10 years of experience in high-pressure culinary environments. Skilled in preparing large volumes of food quickly and efficiently. Seeking to use culinary skills and expertise to prepare a special variety of dishes in a professional, rewarding environment.

### Qualifications

- Sun Certified Java Developer (SCJD)
- Technical help desk experience
- CISCO Certified Network Associate (CCNA)
- Strong analytical skills
- GUI and tools
- UNIX/LINUX
- Strong collaborative skills
- Web content management
- Proficiency in TCP/IP protocols
- Document management
- Optimizing and performance tuning
- Testing
- Excellent problem solving skills
- Knowledge of streaming video platforms

### Technical Skills

Skills	Experience	Total Years	Last Used
Proficient in Word, Excel, and powerpoint	Personal Computer Support Technician	12	2008

### Accomplishments

#### *Strategy and Planning* Â

- Developed and communicated Web site usage, security policies and standards to all users.
- Established policies and procedures for publishing Web pages and applications in conjunction with content creators and sales staff.

#### *IT Training* Â

- Successfully trained 25 employees to use new operating system.

#### *Network Security* Â

- Planned, installed, maintained and optimized documentation of all LAN/WAN/VPN network hardware and software, security systems and communication links.
- Managed all clients network LAN/WAN hardware including routers, switches, load balancers and wireless networking equipment.

### Work Experience

12/2009 to 05/2011

TSO/Floater Company Name i¼ City , State

- G4S is a leading name in security solutions for the private sector.
- It employs those.
- seeking to protect others in the nation's most important buildings.
- Patrolled the facility and served as a general security presence and visible deterrent to crime and rule infractions. Reported all incidents, accidents and medical emergencies to law enforcement. Responded quickly to medical emergencies, bomb threats and fire alarms. Issued security badges and visitor passes to all guests. Checked passes and credentials of persons seeking to enter the property. Continuously monitored security cameras and fire, building and alarm systems.
- My duties included Observing & Reporting any movement between sectors, checking ID Badges.
- of Contractors coming and going, as well as securing everything within my post until I.
- was properly relieved by another Security Officer.

08/2008 to 03/2009

Customer Service Representative Company Name 1/4 City , State

- Collected customer feedback and made process changes to exceed customer satisfaction goals.Made reasonable procedure exceptions to accommodate unusual customer requests.Provided accurate and appropriate information in response to customer inquiries.Demonstrated mastery of customer service call script within specified timeframes.Formulated and enforced Service Center policies, procedures and quality assurance measures.

01/2009 to 01/2015

N/A Aviation Mechanic/Military Police Officer Company Name 1/4 City , State

Trained and instructed subordinates and supported units on transitioning into the unit.

Determined elevation and grid azimuths with maps and map overlays.Effective decision-maker in high-pressure environments.Managed receipt, storage and issue of ammunition processes.Patrolled areas and allowed restricted area access for authorized personnel.Led military police teams in support of battlefield operations.Maintained complete accountability during redeployment of all sensitive items and communication equipment.Maintained rifles, machine guns, mortars and hand grenades.Evaluated terrain and recorded topographical information.

Education and Training

2004

Diploma : Personal Computer Support Technician Lincoln Technical Institute 1/4 City , State , united states

3.2 GPA

Emphasis in Mous Training

2003

Certificate : Electronic Systems Technician Job Corps 1/4 City , State , United States

Coursework in Industrial Manufacturing, Safety Engineering, Tooling Technology Manufacturing and Process TechnologyCoursework in Electrical and Industrial Engineering

1998

Diploma : General Education Fairmont Heights High School 1/4 City , State , United States

Skills