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# Summary of qualifications

* Demonstrated technical acumen and competency in computer systems installation, testing, maintenance, repair, and networking
* Strong track record of problem-solving success in high-pressure, operational settings
* Adept at organizing and leading diverse staff in dynamic environments
* Exceptional communicator, skilled in peer and team development

# Professional Experience

## U.S. Army, El Paso, TX

## Information Technology Specialist, October 2013 – Present

* Maintain, process, and troubleshoot computer systems/operations, providing technical support and configuring security equipment for team of 642 staff members
* Regularly disseminate guidance, procedures, and policies regarding computer security
* Review threat and vulnerability assessments, recommending cost-effective security countermeasures and recovery plans for network data
* Research latest market trends and review current information technology advancements
* Work with portable network systems capable of supporting up to 1,000 users in deployment

## U.S. Army, Fort Hood, TX

## Assistant Operations Officer, February 2012 – September 2012

* Coordinated and planned day-to-day operations and logistical support, helping facilitate smooth information exchange between the Operations Officer and 465 staff members
* Advised and supported Operations Officer in meeting objectives for planned operations
* Prepared and reviewed serious incident reports, situation reports, operational briefs, and other required reports for accuracy and precision
* Developed a real-time system for tracking combat readiness and operation status

## U.S. Army, Fort Hood, TX

## Platoon Leader, August 2010 – January 2012

* Supervised a 50-person team, providing individual coaching and mentorship to foster professional development
* Developed and facilitated a comprehensive training program that led to 100% certification of critical tasks and team’s excellence in light infantry
* Ensured equipment’s operational readiness by scheduling and overseeing regular maintenance of vehicles and radio equipment, valued at more than $2 million
* Served as liaison with external organizations in order to ensure quality training environments

# Education

## University of Houston, Houston, TX, 2010

* Bachelor of Science in Computer Information Systems

# Additional Skills

* Languages: HTML, JavaScript, PHP, Visual Basic
* Software: Adobe Acrobat, Adobe Photoshop, Microsoft Office Suite

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