

## Objective

Managed a staff of 17 associates in a supply chain environment and produced daily, weekly, and monthly maintenance reports. Provided customer support for multiple clients in various industries.

## Skills

Microsoft Office, WMS, RP, TMS, TMS.

## Work Experience

### Computer Operations Technician

**ABC Corporation** - 2004 – 2020

- Implemented, updated, managed, and troubleshoot vehicle tracking and Management systems.
  - Structured acquired programs TMS, QUALCOMM QTRACS, and MAS/90 for company-wide end users.
  - Provided network & PC resolution support for any hardware/software issues.
  - Oversaw periodical PC software and hardware upgrades.
  - Maintained equipment maintenance & parts tracking via MAS/90 custom equipment maintenance module.
  - Provided direct client support for all truck maintenance scheduling and required inspections.
  - Stationed in Anderson AFB, Guam, Falcon AFB, CO, Kwang Ju AB, Korea, and Tinker AFB, OK
- Computer Operations Technician As a member of the Messaging Center, reviewed and reorganized base communication centers filing system to ensure and maintain compliance with unit file plans.

### Computer Operations Technician

**Delta Corporation** - 1999 – 2003

- Responsible for scheduling, implementation, maintenance and operations of all hardware and software in multiple locations.
- Achieved 100% on-time Customer Service.
- Performed in a very dynamic and customized operating environment.
- Support technology functions for multiple Retail Payment processing facilities to include IT Systems and Applications through end state users.
- Maintain client SLAs - ensuring creation and delivery of customer payment/deposit files Timely & accurate handling of Maximo ticket process Ensure .
- Responsible for troubleshooting various software and hardware issues on PC and Mac devices Responsible for creating a positive user experience and .
- Ensuring that files are processed received/sent on time Monitoring and ensuring servers are functioning Quality Assurance Correcting information on .

## Education

Associate In Science