

Chanda D Jameson

Melbourne, FL 32935 | 321.757.4677 | career@chandadiane.com

EXECUTIVE SUMMARY

MOTIVATED, PERSONABLE BUSINESS PROFESSIONAL with a successful 7-year track record of profitable small business ownership. Proficient in Information Technology and operations. DIPLOMATIC & TACTFUL with professionals and non-professionals at all levels. PROACTIVE in creating and implementing disaster preparedness ensuring smooth & timely system restoration. Demonstrated history of providing EXCELLENT CUSTOMER SERVICE and effective communication. FLEXIBLE & VERSATILE able to maintain a sense of humor under pressure. POISED & COMPETENT with demonstrated ability to easily transcend cultural differences. DETERMINED and thrive in deadline-driven environments. PROVEN LEADER with excellent team building skills.

SKILLS SUMMARY

- ❖ Information Security
- ❖ Software Configuration
- ❖ Virtualization
- ❖ Remote Management
- ❖ Active Directory
- ❖ Server Management
- ❖ Database Administration
- ❖ Networking
- ❖ Hardware Installation
- ❖ Technical Writing
- ❖ Technical Support
- ❖ Group Policy
- ❖ Microsoft/Linux
- ❖ Computer Maintenance
- ❖ E-Commerce

TECHNICAL SUPPORT | SYSTEM MANAGEMENT | TROUBLESHOOTING

- ❖ 10+ years' experience with varied operating systems including Microsoft & Linux systems.
- ❖ Detect, troubleshoot, and prevent network and connectivity issues.
- ❖ Provide onsite and remote technical support services for both upper management and co-workers.
- ❖ 3+ years organizing, preparing and executing regular system backups and data restoration.
- ❖ Responsible for the development of preventative maintenance plans.
- ❖ Support, upgrade, & add peripheral devices to PCs & Mobile Devices.
- ❖ 3+ years Quality Assurance including process development, cost reduction, & loss prevention.
- ❖ Knowledge and experience with installing, configuring, and supporting Server Operating Systems.
- ❖ Organize, manage, and test security policies including wireless security.
- ❖ 8+ years' experience in web design, domain management, marketing and Search Engine Optimization.
- ❖ 3+ years Server administration, Group Policy deployment, and Active Directory management.
- ❖ Advanced knowledge of computer maintenance concepts and techniques.
- ❖ 4+ years' database development and integration including SQL and FileMaker.
- ❖ 3+ years' experience using virtualization software (VMware, Hyper-V, Azure)

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EDUCATION

- April 2019 to Current **Bachelor of Science in Cyber Forensics & Information Security**
Keiser University Melbourne, FL
- January 2015 to March 2016 **Associate of Science in Information Technology**
Keiser University Melbourne, FL

PROFESSIONAL EXPERIENCE

- April 2019 to Current **IT Technical Analyst**
Thales Avionics Melbourne, FL
- ❖ Hardware & Software Support
 - ❖ Network Configuration/Support
 - ❖ Troubleshooting Windows OS & PointOS Software
 - ❖ Technical writing & maintenance of internal knowledgebase
- March 2019 to Current **Support Technician III**
PointOS Professional Remote Contractor
Melbourne, FL
- ❖ Hardware and Software Support
 - ❖ Troubleshooting Windows OS & PointOS Software
 - ❖ SQL Database Support
 - ❖ Network Configuration/Support
 - ❖ Remote Management
- December 2018 to March 2019 **Customer Support Technician II**
Novel Engineering GE Consultant
Melbourne, FL
- ❖ Customer support for proprietary transportation software
 - ❖ Troubleshooting software via Virtualization software including VMware & Azure
 - ❖ Research issues via Linux & SQL Developer
 - ❖ Technical writing & maintenance of internal knowledgebase
 - ❖ Escalate issues to various departments
- June 2015 to December 2018 **Support Technician II**
Synergon Solutions Remote Position
Melbourne, FL
- ❖ Advanced troubleshooting of Operating Systems, Servers & Hardware
 - ❖ SQL Database management
 - ❖ Hardware, Software & Network installation and configuration
 - ❖ Server Administration including SCCM & Active Directory
 - ❖ Technical writing & maintenance of internal knowledgebase