

Christopher Brodess
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OBJECTIVE

To secure an upper mobile network engineer career position leveraging my recent technical degree and job experience.

EXPERIENCE

CACI 11/07-present

Service Desk Coordinator

- Sole Tier 3 second shift contact for 150,000 users.
- Expert in Remedy software for trouble ticketing and event/incident/problem resolution.
- **Quarterly award winner** for outstanding performance.
- Provided general assistance to Help Desk Specialists and Crew Commanders.
- High stress environment requiring excellent communication skills
- Answered incoming trouble calls or requests for assistance.

UPS/Emery Worldwide 1/98-6/06

Dangerous Goods Specialist

- Certified Dangerous Goods Inspector for 4 years (IATA and DOT regulations).
- Trained other specialist on dangerous goods shipping and receiving.
- Clerk for AS 400.
- Trained personnel on Microsoft office software.
- Resolved high stress events using team environment.

KAS Cable TV 1/97-1/98

General Laborer

- Installed Cable TV
- Specialized in commercial and residential thicknet and thinnet installation.
- Equipment operations assistant.

SYSTEMS PROFICIENCY

Hardware

Cisco

Software

Remedy trouble ticketing software

EDUCATION AND CERTIFICATIONS

Computer Science major 2008 - Present

Wright State University, Fairborn, Ohio

Associates of Applied Sciences – Network Engineer 2007

Sinclair Community College, Dayton, Ohio 2007

Security + Certification 2007

Secret Security Clearance 2007