

Sean Bade

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sbeec548@westpost.net  
Sean T Bade  
Summary Of Capabilities:

More than 10 years experience with LANs, software testing, hardware analysis, help desk, CISCO training, and supervision of personnel both national and international. Expertise in integrated systems with applications in military logistics and adaptable in any environment. 5 years bilingual expertise in Spanish. I hold a secret clearance and have substantial background of support in all IT related areas.

#### Summary of qualifications

- \* Wide Area Network Design and Implementation
- \* Cisco Router/ Switch Configuration
- \* Windows NT/2000/XP Troubleshooting
- \* LAN/WAN Troubleshooting
- \* Symantec Ghost applications
- \* Communications Security
- \* Bilingual- Spanish
- \* Secret Security Clearance
- \* Desk Top Support+12 years

#### CERTIFICATIONS/ TECHNICAL TRAINING

- \* Cisco Boot Camp: CCNA, CISCO Security Course
- \* Accredited in Cisco from Augusta Tech
- \* CompTIA A+ (COMP001003711478)
- \* ITIL Release, Control and Validation EXIN, 17-06-2010 ,Albany GA
- \* DOD Information Technology Security Cert & Accreditation
- \* System Administration/Network Manager Security Course
- \* Comp TIA Security +, Date 24-9-2009, Albany GA
- \* ITIL V3 Foundation EXIN, Date 19-11-2009 , Albany GA

#### Professional Experience:

2009-present

AT&T/ Marine Corps Logistics Base  
Albany, Georgia  
IT Help Desk Professional

\* Providing single point of contact for applications provided by the Marine Corps Logistics Command which allows Marines and their support divisions to access systems critical to supporting their missions.

\* Handling critical system outages and maintaining a focused effort in working with support groups to ensure uptime.

\* Providing end user administration of MCLB legacy systems that are managed by t

he help desk.

- \* Secure File Transfer Protocol Administrator

- \* Manage Ticket assignment via ALTIRIS System

- \* Responsible for assisting customers in completing forms for procurement, problem reporting, access request - which includes initial account access, access modification, and access removal.

- \* Responsible for analyzing customer requirements, routing to proper organizational departments for resolution, monitoring progress of incidents, contacting customer to provide updated statuses, creating informational messages, and disseminating to internal and external logistics command (LOGCOM) customers, notifying customers and technicians of non-operational services and/or network outages.

- \* Responsible for categorizing all incoming customers' software, hardware, procurement, operational failures, and other IT related issues.

- \* Responsible for notifying and/or briefing management, the helpdesk team, and technicians of operational outages.

- \* Assist customers with general login problems, printer/network, Exchange 2007, legacy and mainframe application support.

2005-2009

APOLLO HEALTH STREET  
Americus, Georgia  
IT Help Desk Professional

- \* Certified Help Desk Professional- Bilingual and English Support Repaired, Maintained and solved problems involving computer systems and applications.

- \* Computed and assembled daily reports

- \* Interpreted numerous trouble tickets and interactions with customers using Spanish Language Skills

- \* Assist and solve Alcoa Employee system and account problems both with national and international customers

- \* Manage Ticket assignment via Remedy /Global Remedy System

- \*Wireless and Virtual Private Network Trouble Shooting Support

- \* Oracle Account Administrator

- \* Was useful in implementing trouble shooting techniques on several Help Desk Solution Accounts.

- \* Quality Assurance Manager for Spanish Professionals

2003 to 2005

(Ret) United States Army  
Atlanta, GA  
Supervisor/Help Desk Professional

Supervisor responsibilities:

- \* Addressed professional's issues and communicated improved methods of working with customers.

- \* Guided, mentored, and trained 30 members of team conveying new technical initiatives and training materials

- \* Manage remedy trouble tickets to ensure efficient tracking of work being performed on the network

- \* Reviewed and evaluated customer satisfaction surveys and conveyed methods of better communication skills to team members.

- \* Organized and retrieved team metrics and reported them to team members and management effectively

- \* Responsible for writing standard operating procedures of hardware and software support and installation

- \* Assisted in various 81st USAR Joint Field Exercises as Help Desk Team Lead where I managed and assisted with offsite hardware, network, and software installations.

#### Help Desk Professional responsibilities:

- \* Ensured customer satisfaction via proven methods of communication

- \* Ensure compliance with directives governing physical security, computer security, and communications security

- \* Provided Desk Top Support for local and remote users

- \* Video Teleconference Specialist

- \* Installed and maintained Dell Systems and windows operating systems

- \* Provided and supported WAN and LAN capability to over 300 customers.

2000 to 2003

United States Army

Madrid, Spain - NATO

Supervisor/Help Desk Professional

#### Supervisor responsibilities:

- \* Established Training programs for configuring and installing logistics hardware and software in both Spanish and English

- \* Coordinated and managed the acquisition, movement, installation, and accountability of workstations in support of several joint coalition exercises

#### Help Desk Professional responsibilities:

- \* Provided technical expertise to Theater Command in support of Operation Noble Eagle in Macedonia

- \* Created and maintained logistics tracking database that controlled and accounted for 150 million dollars worth of equipment

- \* Implemented and Installed Windows NT/2000/XP, MS Exchange 5.5

1997 to 2000

United States Army  
Tokyo, Japan; Seoul, Korea  
Help Desk Professional

- \* Maintained and installed Windows NT/200 Operating Systems
- \* Installed and maintained system software and hardware
- \* Assigned to technical help desk with two member team in support of over 300 users
- \* Devised and implemented training techniques to ensure proper maintenance and service of systems in high attrition atmosphere
- \* Responsible for instructing personnel on communications and computer security

1993 to 1997

United States Army  
Atlanta, GA  
Help Desk Professional

- \* Help Desk Technician for all of Fort Macpherson and surrounding areas
- \* Supported and Maintained DOIM Main Frame Systems
- \* Technician for NOC site
- \* Technical and network support for the Atlanta Olympic Games

## Education

2009

South Georgia Technical College  
Americus, Georgia  
Associates Degree in Science w 3.93 GPA  
CIS Networking Design and Implementation Degree

2004 to 2005

Augusta Technical College  
Augusta, Georgia  
Accreditation for completing CISCO Systems Boot Camp

1989 to 1993

Dutch Fork High School  
Dutch Fork, South Carolina  
High School Diploma

## Accomplishments

- \* Army Commendation Medal- 3 ea
- \* Joint Commendation Service Medal
- \* Joint Service Achievement Medal