

JAMES SWARTZ

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SUMMARY: Associates degree in Computer Network Systems and CompTIA Network+ and Security+ certificates. Demonstrated knowledge and hands-on labs in Active Directory, Help Desk procedures, Windows Server/Win 7/10 administration, A+ Hardware/Software, Linux, Cisco hardware, Network Security, and Virtual Box (Virtualization). Hands-on experience building/upgrading PCs, installing operating systems and troubleshooting workstations. Proficiency in MS Word/Excel/ Power Point. Possess voucher/studying for A+ certification. Possessed security clearance for 22 years while on active duty (**SECRET** - 1992 thru 2015).

SKILLS

- CompTIA Network+ and Security+ certificates (both expire Feb 2021)
- Installation/configuration of Linux, Windows 7/Server/Active Directory
- Building and upgrading workstations
- Configuring Cisco devices
- Virtualization utilizing Virtual Box
- Introductory/Advanced Air Force Leadership courses
- Air Force Jet Engine Mishap Investigation Course
- Group/Squadron credit card approval authority, equipment custodian
- Proficient using MS Word/Excel/Power Point
- Teamwork, problem solving, troubleshooting, training, communication, and interpersonal skills

EDUCATION

B.S. IN INFORMATION TECHNOLOGY, COLORADO TECHNICAL UNIVERSITY OCT 2017 -2020

(currently enrolled)

Completed Risk Management and HTML courses emphasizing Risk Management Plans and web page construction; currently enrolled in Computer Forensics 2 & Computer Architecture courses.

A.S. IN COMPUTER TECHNOLOGY, INTELLITEC COLLEGE OCT 2015 - APR 2017

Graduated with a 3.48 GPA. Practical lab experience in Ubuntu Linux building a LAMP server; setting up Cisco Layer 3 switch's creating a small working network and applying security measures including MAC based port security, NAT/ACLs/VLANs/DHCP/DNS; using Virtual Box/GNS3 setting up Windows Server and Win7 to build a VM network and secured to CompTIA standards. Completed course work in ITIL, Help Desk procedures and best practices.

PIKES PEAK COMMUNITY COLLEGE

JAN - JUL 2015

Completed WAN/LAN Introduction, Intro to Operating Systems, Intro to PC Applications/Spreadsheets and HTML courses

EXPERIENCE

Tool Room Manager, Cobb Mechanical Contractors/Tradesman International
2015 - Present

Manage/maintain over 4000 construction tools across four states

- Inspect/repair hand tools for redistribution to jobs
- Implemented SaaS barcode inventory system, completed initial system set up, created a How To guide and provides training to job site users in person and over the phone
- Maintains ten barcodes scanners for job sites in two states, performs initial configuration, software updates and coordinates computer set-up with IT team
- Resolves email and call-in questions, troubleshooting, problem solving and occasionally contact the software vendor for problem resolution

Jet Engine Mechanic, United States Air Force
1992 - 2015

Recent Positions held:

Element Chief

2013 - 2015

Led 11 personnel repairing 304 F-15 secondary power system assets & 150 pieces of F-15 engine support equipment servicing the largest fly hour program in U.S. Forces - Europe

- Implemented process improvements and maintenance triage culminating in a 220% production increase
- Detected potential catastrophic aircraft gearbox defect, coordinated with engineers resulting in a world-wide maintenance notification to all F-15 bases

Base Engine Manager

2011 - 2013

Supervised tracking/replacement of 5763 time-change components and 455 special inspections, coordinating with HHQ, two flying squadrons and internal personnel

- Created planned maintenance schedules and merged those with the base and higher headquarters flying plans.
- Led 25-member team prepping four squadrons for an external Environmental, Safety and Occupational Health inspection resulting in the highest grade in five years.
- Squadron/Group government purchase card Approving Official reviewing purchases for compliance and assisting oversight of a \$100K budget.

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Specialist Section Chief/Production Superintendent

2008 - 2011

Led up to 110 personnel performing maintenance on E-3 AWACS aircraft, managing work schedules, training, mobility, safety programs, and maintenance documentation.

- Wrote, edited, and verified annual performance reports and award packages.
- Aircraft maintenance lead for typhoon Chaba evacuation, avoided aircraft damage, ensured Command/ Control in Pacific region
- Aircraft maintenance lead for largest Exercise VALIENT SHIELD to date, completed all sorties, top performing E-3 aircraft
- Led higher headquarters inspection preparation team resulting in an 'Outstanding' grade.