

Quasey Vinson | Denver, CO

Enthusiastic, hard-working IT support professional specializing in providing outstanding customer service and technical support. U.S. Army veteran with 7 years of experience in customer service and front-line support. Skilled in the areas of communicating, leadership, and time management, passionate about making a difference and a desire to bring my skills and abilities to information technology to serve as a leader in technology.

Skills

Expert in Microsoft Office and Microsoft OS – Windows 7, Windows 10 | In-depth knowledge of WAN/LAN – TCP/IP, Desktops/Laptops, Cisco Routers/Switches | PC, Laptop and MAC Troubleshooting/Repair | PC Virus Removal | Computer Configuration | OS Installation | Mobile Device Management | Data Encryption | Backup/Restore, Data Recover, Data Destruction | Firewall Configuration | SOHO Configuration and Management | Virtualization Technology VMware ESXi | WAP Configuration and Management | Inventory Management | Mobile Device Troubleshooting

Networking: DHCP, DNS, 802.11/PAN/LAN design, configuration, and troubleshooting; Remote Desktop Assistance; VPN, NAT, PAT and VLAN configuration; Subnetting; Transp

Hardware: Workstations, Laptops, Printers, Scanners, Projectors, Routers, Switches, Network Cable Management, Mobile Devices, and Multimedia Devices

Software: MS Office, Gsuite, Wireshark, VMware ESXi & Workstation, Cisco Packet Tracer, Easeus Backup and Recover, Data Recovery, RDP, TeamViewer, FING, Nmap, AntiVirus Software.

Professional Experience

Warehouse Associate, TSComSupply, Denver, CO

Sep 2016 – Mar 2020

- Maintained and repaired facilities, equipment, and tools to achieve operational readiness, safety and cleanliness.
- Used hand-held devices and computers to record and monitor inventory levels and completed audits to uncover and address inaccuracies.
- Followed all OSHA standards and audit requirements to ensure safe work environment.
- Loaded, unloaded, and moved material to and from storage and production areas.
- Diagnosed troubleshooting IT equipment daily.
- Customized, Wired and Unwired IT equipment for customized orders.
- Chain of custody daily for paperwork and equipment.
- Organized, Inventory and Logged company merchandise weekly.

Line Cook, Road House Group, Lakewood, CO

Mar 2016 – Sep 2017

- Instructed new staff in proper food preparation, storage, use of kitchen equipment, sanitation, and safety.
- Prepared food items to meet recipes, portioning, cooking and waste control guidelines.
- Prepared identical dishes numerous times daily with consistent care, attention to detail and quality.
- Maintained well-stocked stations with supplies and spices for maximum productivity.
- Upheld optimal staff and customer protections by monitoring food handling, cleaning, and sanitation protocols.
- Followed restaurant stock management schedule to monitor product freshness and rotate out old products.
- Performed routine cleaning procedures across kitchen.
- Managed relationships with various vendors by negotiating prices of ingredients and equipment, resulting in savings on budget.

Security Supervisor, Securitas Security Services, Anchorage, AK

Apr 2012 – May 2015

- Authenticated boarding passes, identification, and passports to prevent fraudulent travel.
- Manage a 10-15 personnel Staff on job sites.
- Manually screened passengers unable to pass through metal detectors or who triggered alarms.
- Directed passengers navigate the screening process, providing additional support to individuals exhibiting difficulties.
- Adhered to strict screening techniques and procedures while conducting human screenings.
- Collaborated with area law enforcement and federal investigators to support safe fugitive apprehensions and coordinate investigations.
- Controlled situations resulting from security breaches by engaging and containing suspects until police or other security personnel arrived.

Soldier-Corp of Engineers, U.S. Army, FT. Richardson, Anchorage, AK

Oct 2009 – Feb 2012

- Supervised and trained an 8-man team
- Physical Fitness, Teambuilding, Inventory Electrical Equipment, WLC- Warrior Leadership Course

Education

ACTIVATEIT Powered by Per Scholas, Denver, CO | Network Support Program

2020

Over 500 hours of technical skills training and 100 hours of professional skills training leading to train and prepare for a career in IT.

Univ. of Tennessee, Chattanooga, TN | 100+ Credit Hours completed toward a B.S. Criminal Justice

U.S. ARMY, Anchorage, AK Interior Electrician Training