JEREMY DILLINGER

A+, MCSE+I, CISSP, CSSP

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Lynchburg, VA, USA

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EDUCATION

2002-2006
Liberty University
Lynchburg, VA
Bachelor of Science:
Computer Management
Information Systems

TECHNICAL SKILLS

- Windows Desktop/Server
- Microsoft Office
- Apple macOS
- Microsoft System Management Server
- Network Troubleshooting
- HTML/PHP
- PowerShell

SERVICE SKILLS

- Customer Service
- Management
- End-user Training
- Multitasking and Organization
- Verbal and Written Communication
- Problem-solving
- Fostering Team Collaboration

SUMMARY

Technology Specialist with over 23 years of extensive experience in network and system administration, excelling in technical support, customer service and innovative solutions. Proficient in Windows Client and Server Administration, macOS, SCCM and Office365. Proven track record of enhancing service efficiency and optimizing communication reliability. Committed to enhancing the user experience of all those I support.

WORK EXPERIENCE

Foreign Service Specialist

U.S Department of State, Washington, DC | 2021 - Present

2024-Current: Guangzhou, China
- Expanded network capabilities by providing connectivity to additional areas
- Rolled out enterprise Wi-Fi
- Supported the Consulate personnel by providing IT support and customer service to the users of both the classified and unclassified computer systems
- Oversaw diplomatic pouch operations, ensuring compliance and efficiency, leading to streamline processes and enhanced security - All class pouch items entering the country were required to come through this post

2022-2024: Nairobi, Kenya
- Managed a team of seven local staff to support the communications infrastructure and audio-visual capabilities for an aging building and to expand to a newly built annex
- Trained five new techs on the Information Programs Center Operations and created SOPs to better streamline operations as well as develop methods to organize and prioritize tasks
- Worked with facilities and other stakeholders to design the communications infrastructure for a newly renovated Ambassador's residence

Deskside Support/End User Services

Genworth Financial, Lynchburg, VA | 2006 – 2021

- Third tier technical support for end users and primary support for VIPs
- Upgrading and maintaining conference room AV equipment
- Administering application, file, and fax servers
- Packaging and deploying software through SCCM
- Developing a software solution that was deployed for use in the Enterprise
- Maintaining software images for our Windows and Mac devices
- Setting up and managing the iOS mobile devices

▶ ACCOMPLISHMENTS

- Achieved MCSE certification in 3 months
- CISSP certified
- Won 5th in the nation FBLA Technology Concepts.
- Maintained a high GPA in university and high school.
- Network manager for a corporate office at 15 years old
- Acquired private pilot's license
- Certified EMT for the state of Virginia

▶ AWARDS

- Meritorious Honor Award for mentorship and training while serving in Kenya
- Meritorious Honor Award for management, professionalism and improving processes while serving in Kenya

▶ COMMUNITY SERVICE

- Technical Director and Elder at Crosspoint Church in Lynchburg
- Directed church missions' team that managed international missions, trained and equipped missionaries, and organized local community events
- Worked in the Good Samaritan program at Liberty University fixing computers for students

▶ WORK EXPERIENCE (CONT.)

Service and Sales Technician
Computer Exchange, Lynchburg, VA |2002 - 2006

- Diagnosed and repaired customer hardware and software issues on various computer systems
- Provided technical support to customers via phone, resolving issues and offering solutions
- Assisted customers with component selection and processed sales transactions
- Provided on-site technical support, troubleshooting and resolved network and computer issues for clients

Tech Support/Database & Network Administrator
Acorn Corporate Services, Seattle, WA |1998 - 2002

- Provided part-time after-school technical support, available a few days each week
- Designed, maintained, and optimized Microsoft Access databases to support the business
- Provided support for network infrastructure and server operations
- Responsible for Windows PC Troubleshooting and Repair

Computer Services
Highline School District, Seattle, WA |2001 - 2002

- Provided on-site technical support at Sylvester Middle School, proactively addressing and resolving computer issues for staff and students
- Traveled throughout the district to install and configure new hardware and software, as well as upgrade network infrastructure for various school locations

Webmaster/Tech Support
The Anderson Law Group, Seattle, WA |1998 - 2001

- Provided part-time after-school webmaster and technical support services
- Recommended for this role based on my support for Acorn Corporate Services, I split my time between both offices, typically working a few days at each per week.
- Developed and maintained the company website and managed internet service provider and corporate network connectivity.
- Provided network and server support, including troubleshooting and repairing Windows PC issues.

▶ REFERENCES

- **Chuck Donneberg** – (434) 665-5500 – chuck@histouchministries.com
- **Tim Columbus** – (434) 546-1166 – tim@columbuswoodworks.com
- **Glen Robinson** – (434) 944-0889 – glenr@crosspointonline.com