

**Shaun D. Wilson**  
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## Profile

Proficient Telecommunications Specialist with two years of experience in coordinating military system operations. Microsoft Certified Professional recognized by superiors for strong work ethic, team building, and IT skills.

## Key Skills

- Oral and written communication skills
- High level mathematical, analytical, and critical thinking skills
- Self-motivation
- Network security systems
- Security architecture and technologies
- Technical tools

## Education

### **Fire Control Specialist Advanced Individual Training**

*Connecticut Army National Guard, Groton, CT, January 2018 - March 2018*

### **Basic Training**

*Connecticut Army National Guard, Groton, CT, September 2017 - November 2017*

- Commended by Training Instructor for demonstrating enthusiasm while performing unpopular tasks
- Received US Army Certificate for demonstrating efficiency, quick learning, and self-motivation

### **High School Diploma,**

*Avon High School, Avon, CT, 2017*

## Professional Experience

### **Telecommunications Technician Tier 1, Universal Connectivity, West Hartford, CT**

*June 2020 – Present*

- Answering and handling incoming customer calls
- Working directly with client IT and network personnel via phone, email, and case management systems to troubleshoot customer-reported issues
- Configuring and supporting edge routers, firewalls and LAN switches
- Managing triage of phones, password resets and VPN and internet connectivity
- Providing remote and occasional on-site support of client VoIP service installation, moves, and modifications

### **Fire Control Specialist, Connecticut Army National Guard, Groton, CT**

*June 2018 – Present*

- Operating communications systems
- Managing battlefield databases
- Processing fire missions
- Integrating primary tactical data system operations
- Working with team members and superiors to achieve team goals, often ahead of deadlines

## Credentials

- CompTIA Security+
- Microsoft Technology Associate
- Microsoft Certified Solutions Associate