

# Anthony Robert Meza

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## Professional Summary

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· Over 12 years of experience supervising, installing, configuring, maintaining, troubleshooting, and assisting users with signal support systems, terminal devices, satellite communications equipment, automated telecommunications computer systems, software and hardware implementation, and project lifecycle management. A customer-driven and solution-oriented experience provided for all clients and employees. Actively seeks additional responsibilities and employs corrective actions to resolve all requests quickly and efficiently. Qualifications include:

- Secret Security Clearance
- CPR/First Aid Certified
- Crestron/Extron Certified
- Microsoft Office Experience
- Service Desk Supervisor
- Training Manager
- Efficient/Reliable Team Player
- Hazardous Material Handling Certification
- IT Support
- Remote Access Software
- Network Configuration and Automation
- Problem-Solving Capabilities

## Relevant Work History

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### **SERVICE DESK SUPERVISOR | EPLUS TECHNOLOGY – REMOTE | JUL 2024 - CURRENT**

- Managed computer helpdesk and resolved an average of 1300 service desk tickets per month
- Trained 15 personnel in service desk ticketing, soft skills, troubleshooting skills, and how to navigate a knowledge base
- Overhauled existing knowledge base to ease access and understanding of technical documentation, to include rewriting manuals, guides, and tutorials for multiple analyst levels
- Tracked and managed KPI's to include Average Talk Time (ATT), Customer Satisfaction (CSAT), First Call Resolution (FCR), Call Quality, etc.
- Handled ticket escalations and emergency situations by directing ticket flow and utilizing on-call procedures
- Developed standards and procedures for transitioning existing clients to Commercial Off-The-Shelf (COTS) hardware and software in order to update existing systems
- Maintained security of data by reviewing and updating security profiles of over 500 users, allowing only authorized individuals to access secure information

## **SERVICE DESK SUPERVISOR | U.S. ARMY – VARIOUS LOCATIONS | APR 2020 – JUN 2024**

- Resolved service desk tickets for over 500 users
- Maintained 3 domains to include updating, troubleshooting, and repair of network connectivity
- Active Directory and Exchange administrator for over 500 users
- Setup, maintained, and troubleshot new networked devices, hardware, software, Video Teleconference (VTC) suites, and Cisco VoIP inside and outside plant for users across different locations
- Proficient in all Microsoft Office products, to include Office 365, Office 2016, Skype, and OneDrive
- Managed computer helpdesk and trained 20 personnel in resolving trouble tickets for computer hardware and software, to include printing, word processing, and email
- Maintained security of data by reviewing and updating security profiles of over 500 users, allowing only authorized individuals to access secure information

## **MULTICHANNEL TRANSMISSION SYSTEM OPERATOR AND MAINTAINER | U.S. ARMY – VARIOUS LOCATIONS | AUG 2013 – MAR 2020**

- Managed planning, coordination, and execution of all command, control, communications, computers, and intelligence requirements for over 150 personnel
- Created, scheduled, coordinated, and evaluated training for various courses in compliance with organization training requirements to include leader development, secure material handling, wheeled vehicle driver's training, and satellite/radio communication classes
- Documented and processed classified materials as a custodian of classified documents
- Operated and maintained radios, switches, routers, modems, generators, and satellite communications equipment
- Expert in tactical and technical guidance, able to communicate ideas clearly to customers
- Identified and resolved equipment shortages i.e., inventories and maintenance shortages
- Reported the status and completion procedures for ongoing projects accurately and promptly to geospatial team members to consistently meet timeline milestones

## **Education**

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**HIGH SCHOOL DIPLOMA | OROSI HIGH SCHOOL | MAY 2014**

**MULTICHANNEL TRANSMISSION SYSTEM OPERATOR-MAINTAINER | FORT GORDON SIGNAL SCHOOL | DEC 2014**

**BASIC LEADERS COURSE | CAMP WILLIAMS NCO ACADEMY | FEB 2021**

**TECHNICAL TRANSPORTATION OF HAZARDOUS MATERIALS | DEFENSE AMMUNITION CENTER | SEP 2021**