

WILLIAM MORENO

4715 Overview Drive, Fayetteville, NC 28306

Tel: 910-960-7671

will@gomoreno.com

- OBJECTIVE** To benefit an organization that can use a technical professional with expertise related to field engineering, systems administration, network administration, and help desk operations along with extensive experience in solving problems, managing resources, training/supervising others, and coordinating multiple projects.
- LANGUAGE** Fully fluent in Spanish as well as English—reading, writing, speaking.
- EDUCATION & TRAINING** **Associate of Science in Electronic Engineering Technology**, Fayetteville Technical Community College, 2010. Cable Fault Isolation Course and Installer Level I Cabling, Central Carolina Community College, 2004. Basic Telephony and Data Networks Course; PC Diagnostics & Repair Course; and PC Configuration Course I & II; SmartForce Courseware, 2001-2001. Network Switching Systems Operator/Maintainer Course, U.S. Army, 1996-97. Currently pursuing Bachelor's degree in General Studies/Business in my spare time—online courses.
Military and Leadership Training: Basic Noncommissioned Officer Course, 2004. Combat Life Savers Course, 2003. Technical Transportation of Hazardous Materials, 2002. Nuclear, Biological and Chemical Defense Course, 1998. Primary Leadership Development Course, 1999. Airborne Course, 1999.
- TECHNICAL SKILLS** Offer expertise related to both hardware and software, including the following programs and applications:
Languages: C, C#, Java, Assembly, HTML, PHP
Web development: Joomla. Basic HTML.
Productivity software: MS Word, PowerPoint, Excel, Access, Outlook. MS VisualStudio, Autodesk 3D. Track It. Adobe Professional and Adobe Photoshop.
Military specific: Standard Desktop Configuration (SDC)—security specific. Integrated Workflow Information Management System (IWIMS).
Technology training: Voice Over Internet Protocol (VOIP). Harris radio systems. AN/PR-137 radio systems.
Telecommunications/COMSEC: Network Switching Systems Supervisor Course. Training related to telephone, radio, video, line of sight (LOS) and satellite communications, amplifiers, mounting bases, antenna couplers, receivers, and transmitters. Learned to identify COMSEC insecurities. Training related to radio sets KG-83/TSEC and KGX-93A/TSEC, and frequency hopping multiplexers. Training related to AN/GRM-122 radio test sets, maintaining data systems, and AN/PSC-5. Knowledgeable of HF, VHF, UHF. COMSEC knowledge of cryptographic key generation, transfer, and maintenance equipment.
Fiber optics: Fiber optics trained and experienced.
Vehicles and generators: Trained and licensed to operate military vehicles, power generation equipment.
- EXPERIENCE** **MANAGER.** Lavish Furniture, Inc., Fayetteville, NC (2010-present). Was recruited to take over a sales force and transform it into a dynamic team. Developed sales strategy to achieve company goals, and approved competitive pricing strategies. Reason for leaving: Desire to apply my expertise to more opportunities.
PROJECT MANAGER. Through the Fire Media, LLC, Fayetteville, NC (2008-2010). Supervised the development of client web sites, point-of-sale, and computer systems operation and troubleshooting.
TELECOMMUNICATIONS CHIEF. U.S. Army, Ft. Bragg, NC (2004-2008). Instructed, supervised, and evaluated the performance of groups of up to 20 people while monitoring the maintenance of assets valued at \$2.5 million. Became respected for my ability to communicate orally in delivering high-level briefings. Became known for my ability to write comprehensive, structured reports, analyses, comparisons, and other documentation used in management decision making.
• **Computer systems and customer service:** Provided expert “Help Desk” support to users of company PCs for both software and hardware. Performed software installation on company and personal computers. Installed routers, modems, and related hardware. Troubleshot PC problems. Operated MSE and Tactical High-Speed Data network equipment. Installed and monitored a 14-client computer network for the Department of Public Works at a military installation. Provided the highest level of customer support and customer service.
• **Database management:** Created a standard operating procedure for database management which improved efficiency of a field hospital's administration center. Provided outstanding customer service.

- **New product fielding:** Fielded new equipment and worked with vendors including MANTECH, BAE Systems, and others. Applied my knowledge of operating systems, associated devices, and the interoperability of systems to install, upgrade, troubleshoot, test, and maintain operating systems. Applied expertise in optimizing the performance of operating systems and ensuring reliability.
- **Technical expertise:** Supervised installation and move of NIPR and SIPR systems without data loss or compromise. Utilized my knowledge of the set up, maintenance, troubleshooting, and repair of complex analog and digital communications systems and equipment to include fixed UHF/VHF Base stations, satellite systems, repeaters, receivers, and antenna (RF) systems, and mobile/portable equipment.
- **Telecommunications and COMSEC management:** Planned, coordinated, configured, directed, integrated, and supervised the installation, operation, and maintenance of telecommunications systems and networks. Established cable management procedures to improve safety and efficiency. Coordinated and operated telephone, data, and multichannel UHF radio systems in a tactical network.

NODE CENTER SUPERVISOR. 50TH Signal BN(ABN), Ft. Bragg, NC (2005-06). In a Signal organization supporting the XVIII Airborne Corps rapid deployment forces, managed one Operations Group, one Switching Group, one Node Management Facility, COMSEC devices, three tactical vehicles, one trailer, and two power generator sets valued at \$2.5 million. Supervised four employees. Installed and operated a telephone and data network for a 502-bed hospital.

Technological leadership: Developed a computer self-paced training system that ensured soldiers received required training. Managed section training. Identified weaknesses and conducted training to improve mission readiness.

SMALL EXTENSION NODE TEAM CHIEF. Iraq (2003-05). Provided command and control communications support to MNC-1 and subordinate commands in Iraq. Also participated in convoy operations from Kuwait to Iraq—trained and led a gun truck team during a 500-mile convoy from Kuwait to Iraq. Installed a computer network for Air Force Detachment 15.

Technological leadership: My team's site was selected by the Battalion Commander as the standard for the other teams to emulate. My SEN team repeatedly represented the battalion to visiting dignitaries, General Officers, and VIPs. Assured that my soldiers were experts in SEN operations.

SMALL EXTENSION NODE SENIOR OPERATOR. U.S. Army, Ft. Bragg, NC and Iraq (2001-03). Managed six individuals in an airborne signal company that provided command and control support for the VXIII Airborne Corps' rapid deployment mission. Installed, maintained, and operated an AN/TTC-48E(V)2 Small Extension Node Switch. Served as Senior Operator of a SEN team during Operation Iraqi Freedom.

Personnel training: Taught English to an El Salvadoran Airborne Infantry Battalion during a key mission. Cross trained LOS operators on SEN operations. Trained section in SEN switch troubleshooting signal flow which resulted in a 97% signal efficiency. Made risk assessments an integral part of training which resulted in zero training accidents.

EXTENSION SWITCH SUPERVISOR & COMMUNICATIONS SECURITY (COMSEC) SUPERVISOR. U.S. Army, Korea (2000-2001). Planned, coordinated, and deployed communications assemblages in a forward deployed signal company Mobile Subscriber Equipment (MSE) providing tactical communications support. Maintained reliable communications support for an engineering brigade. Served as Primary COMSEC Custodian. Was commended during three Battalion Command Inspections for maintaining and accounting for cryptographic COMSEC items.

Personnel training: Was described in writing as “a natural instructor with exceptional ability to make even the most difficult task easy to comprehend.” Trained associates in all areas of COMSEC security. Always stressed safety first, which resulted in zero accidents.

MILITARY AWARDS

Army Commendation Medal (2); Army Achievement Medal (7); Army Good Conduct Medal (3); National Defense Service Medal; Global War on Terrorism Expeditionary Medal; Global War on Terrorism Service Medal; Humanitarian Service Medal; Iraq Campaign Medal; NCO Professional Development Ribbon (2); Overseas Service Ribbon (3)