

Aaron Graves

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Tempe, AZ 85283
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OBJECTIVE

To obtain a job in the IT industry to further my knowledge and experience in the field of Technology.

QUALIFICATIONS

- Experience working as a hardware technician at (i)Structure/Infocrossing's Omaha and Tempe Data Centers for over one year.
- Extremely knowledgeable about computers and hardware, as well as software such as the Microsoft Windows and Linux/UNIX operating systems.
- Well versed in particular in Sun Microsystems' Solaris Operating Systems, as well as the BSD series of UNIX-like Operating Systems.

PROFESSIONAL EXPERIENCE

Operations Analyst

Infocrossing

Tempe, AZ

Jan 06 – Present

- Interface directly with customers as they report problems.
- Triage Customer Service Orders, troubleshoot and assign to the proper group.
- Contact: Mike Moyen, (xxx) xxx-xxxx

Hardware Technician

(i)Structure/Infocrossing

Multiple Locations

Dec 04 – Jan 06

- Install servers as they come in the door.
- Upgrade and replace the hardware components in servers as needed.
- Install/move mainframes
- Manage the day-to-day work load of customer service orders
- Install new equipment and remove decommissioned equipment
- Image servers with Windows Server 2000 and 2003
- Contact: Eric Germany, (402) 680-2139, Brian Zucchelli, (402) 981-5040, Henry Lopez, (480) 775-xxxx or Adam Budwill, (480) 775-xxxx

Dispatcher

AAA Nebraska

Omaha, NE

Oct 04 – Dec 04

- Responded to emergency roadside assistance calls
- Dispatched tow trucks to members in need
- Reason for leaving: Wished to pursue a career in the IT field.
- Contact: Geri Pruter, (402) 474-1900

Chemical Operations Specialist

Army National Guard

Multiple Locations

Aug 01 - Present

- Detects the presence of Nuclear, Biological or Chemical agents, and decontaminates such agents from personnel/equipment.
- Maintain security around the decontamination site, as well as the Assembly Area.
- Conducted foot patrols and maintained a fighting position as part of security details.
- Worked several months of active duty time, including time served recently.

EDUCATION

High School Diploma

Central High School Omaha, NE

2002

- Attended several programming competitions during three years of programming classes. Also judged, and even helped write scoring software and test problems for a programming competition held by my school.
- Took four years of AutoCAD classes, always maintaining a position at the top of the class, and getting involved in the more advanced features of AutoCAD.

REFERENCES

Anita Graves, Mother
Home: (402) 345-8357
Work: (402) 951-4617

Sarah Edmundson, Fiancee
(402) 210-8119

Brian Zucchelli, Friend and Colleague
Cell: (402) 981-5040