

DAVID B. WHITE

Sugar Hill, GA | davidbwhite9@outlook.com | 910-382-8686

Maintain Top Secret/SCI Security Clearance

SUMMARY OF QUALIFICATIONS

A dedicated and dependable individual with over 20 years of technical helpdesk-related experience. Well organized and received personal awards for outstanding performance for most of career. Employs the necessary communication and organizational skills to complete the task at hand. Committed to providing top quality customer service and respond to questions on the spot, from manager to clients, customers, and the general public

Skills: Network Administrator • Helpdesk Professional • Adobe Premiere Pro • Adobe After Effects
• Production Assistant • Director • Instructor

PROFESSIONAL EXPERIENCE

The Art Institute of Atlanta – Atlanta, GA

(June 2022 – Present)

Adjunct Instructor – Digital Filmmaking and Video Production.

- Create Syllabus for assigned course.
- Create lessons plan within Learning Management System Brightspace
- Submit weekly attendance for students.
- Advise students on projects, and course work.
- Assist with maintenance of all studio and video production equipment

Advantage Technologies – Atlanta, GA

(January 2020 – Present)

Field Support Engineer Tier II

- Onboarding new and or existing customers new devices into the managed network.
- Time management for onsite projects and working remotely from home.
- Providing customer service during the initial onboarding process, covering policy and procedures.
- Creating users accounts within Active Directory.
- Troubleshooting system and application issue on the network.
- Coordination with outside vendors.

Microsoft Software & Systems Academy (MSSA)

Student

July 2019 – Nov 2019

Cloud Application Development 19-weeks, hands-on IT technical training program created by Microsoft and administered via college accredited courses with the goal of preparing transitioning service members for technical opportunities outside of the military.

- Developed the fundamentals of programming logic, development, troubleshooting and design.
- Detailed advanced techniques of C# programming within Microsoft Visual 2017.
- Explained advanced SQL database management techniques within MS SQL Server 2016.
- Developed ASP.NET web application within Visual Studio and deployed them through Microsoft Azur.

UNITED STATES MARINE CORPS (January 2000 – 2020)

Network Systems Chief – United States Marine Corps – Camp Lejeune, NC (January 2017 – Present)

- Handle 20+ daily calls to the helpdesk, providing technical solutions to end users.
- Set up service for customers, installing, connecting, testing, and adjusting equipment.
- Travel to customers' premises to install, maintain, and repair audio electronic reception /accessories.
- Measure signal strength, using electronic test equipment.
- Inspect and test lines/cables, recording and analyzing test results, to assess transmission characteristics and locate faults or malfunctions.
- Supervise 4 personnel, providing performance feedback and assigning daily tasks.

Telecommunications Systems Chief – Camp Lejeune, NC (October 2015 – January 2017)

- Managed and supervised 89 personnel, monitoring professional training expectations and accomplishments.
- Advised executive senior leaders, providing updates on equipment capabilities/restrictions and personnel.
- Managed network helpdesk providing service and resolution to 250 subscribers.
- Developed and implemented SharePoint policy for 1000+ users.

Personnel Security Manager – Camp Lejeune, NC (July 2014 – September 2015)

- Input 925+ security clearance profiles, initiating investigations for Secret to Top Secret clearances.
- Managed information within database management system, reviewing accuracy and providing approval for transfer of information.
- Monitored Classified Material Control Center, accounting for and tracking 1,500+ secret hard drives.

Deputy Information Management Officer – Camp Pendleton, CA (July 2013 – November 2014)

- Served as the Division SharePoint Administrator, developing policies and procedures for utilization of SharePoint in a tactical environment.
- Managed 500 subordinate sites and user account access for 5000+ personnel.
- Served as a vital link between the end users and advanced technical help desk.

Group Telecommunication Officer – Camp Pendleton, CA (October 2011 – June 2013)

- Maintained direct responsibility for the entire telephone network topology for 1000+ subscribers.
- Oversaw the expansion, development, and installation of all new and existing infrastructure.
- Worked as the Senior Advisor to higher leadership, in decisions on major network changes.

Drill Instructor – Marine Corps Recruit Depot, Parris Island SC (May 2006 – September 2011)

- Maintained responsibility for training and providing instruction to new employees, training over 850+ total personnel.
- Provided feedback to students using a variety of techniques to encourage, motivate, and build confidence.
- Privately instructed individuals and small groups of students to improve performance, occupational skills, and prepare for upcoming evaluations.
- Maintained daily records of students' assessment results, progress, feedback, and performance, ensuring confidentiality of all records.

Telecommunication System Chief – Camp Pendleton, CA (September 2004 – April 2006)

- Programmed 200+ tactical telephone switchboards, installing wiring into building.
- Responded to 250+ annual trouble tickets and change requests for users and tracked the completion of open work requests.
- Reviewed the billing cycle for commercial cellular phone usage.

EDUCATION

Bachelor of Science – Management: Computer Information Systems

Park University – Parkville, MO

Associate of Arts – Digital Filmmaking & Video Production

The Art Institute of Atlanta – Atlanta, GA

High School Diploma

Asheville High School – Asheville, NC

PROFESSIONAL TRAINING

SharePoint 1-4 (2011)

United States Marine Corps – Camp Pendleton, CA

Telecommunications Systems Course (2011)

United States Marine Corps – Twentynine Palms, NC

Basic Telecommunication System Installation Course (2004)

United States Marine Corps – Twentynine Palms, CA

Trained to install and repair telecommunication cable, including fiber optics.

Yellow Belt Lean Six Sigma Certification (2015)

Coastal Community College – Jacksonville, NC

Film & TV Industry Essentials Certification (2022 -Present)

Yellow Brick NYC – Online Course