Dustin Hess
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Summary

I have a solid work record, and a strong technical background. I studied Management Informations Systems at EIU, and I consider my strongest point to be my networking skills.

Skills

- Networking
- Experience with multiple OS's (Mac, Linux, and Windows)
- Fast and efficient troubleshooting via phone, email, or in person
- Experience with Oracle, Cobol, Visual Basic, Drupal, Wordpress, and Cherokee

Education

Eastern Illinois University	2007-2009	MIS – Networking Program
Sauk Valley CC	2005-2007	Associate of Sciences
Morrison High School	2001-2005	Diploma

Work Experience

Level 2 Tech Support **Consolidated Communications** **2009-Current**

- Provide telephone and email support for Internet, VOIP, and IPTV products

Night Assistant Supervisor **Eastern Illinois University** **2007-2009**

- Act as a liaison between EIU and the Police Department
- Supervise up to 8 workers each shift
- Interview and train new employees

Sales/Support **Prescott Satellite Systems** **2005-2007**

- Sell, setup, and maintain Wild Blue Satellite Internet and SOHO networks
- Sell dish network, flat panel TV's and high end sound systems
- Assist in business decisions including policy, pricing, and inventory

Shift Leader **Doro, Inc** **2002-2005**

- Hire, train, and if necessary fire workers and Shift Leaders
- Supervise shifts of up to 12 workers
- Maintain inventory, and on site cash deposits

References

Michael Andrews	Personal	(217) 497-7843
Ryan Snow	Professional	(630) 885-3374
Dan Massey	Professional	(815) 718-2106