



Benjamin McNaughton onejobhunter1212@hotmail.com (740) 966-5051

- College courses in software programming (ASP .Net), data base design concepts and operating systems
- Extensive help desk support and call center experience
- Military held Federal Security Clearance

Halcyon Solutions **(Jan – Feb 2012)**

Software Quality Assurance

Participated in a rigorous, hands-on, class-room based training session on Software Quality Control and Quality Assurance. The trainer led sessions included workshops, group problem solving, assignments and testing software usage exercises.

- A strong foundation in various software development methodologies including agile, waterfall and iterative
- Good understanding of the software testing lifecycle including strategy, planning, design and execution.
- Strong concepts and usage of testing process like defect tracking, triage and requirements trace-ability
- Experience with software testing tools – HP's Quality Center (QC), Quick Test Professional (QTP) And HP's Load Runner

HHC 1-137th AVN Regt: Voice/ I.T. Department **May 2004- October 2011 (Part time)**

Signal Support Systems Specialist

Responsible for network administration, installation, first level support maintenance and management of various voice, data, and network components for military communication

- First level help desk support as well as first level network administration
- Problem solving of various data, voice, and network issues
- Coordinated with higher level support/ maintenance support outside of our battalion for issues that we were unable to be resolved on our end
- Managed and ran I.T. department for one of the other companies in our battalion, for 5 months, while deployed to Iraq in Jan 09 – Jan 2010

McGraw-Hill Publishing: Inbound I.T. call center **(July 2011 – Aug 2011)**

First Level Technical Support for McGraw Hill Products

Supported service calls from McGraw-Hill clients who were having technical issues with McGraw-Hill software.

- First level help-desk and remote support
- Problem solving of various data, voice, and network issues
- Coordinated with higher level support/ maintenance support outside of our level for issues that we were unable to resolve on our own

Various companies: Various I.T. departments **(Feb 2010 – June2011)**

Contractor

Contracted to various companies via I.T. temporary staffing agencies to fill temporary voids in staffing

- First level help desk support in call center environments
- Problem solving of various data, voice, and network issues
- Coordinated with higher level support/ maintenance support outside of level for issues that we were unable to be resolved on our end

Education:

Central Ohio Technical College – A.A. Computer Programming

Devry University - B.S. Computer Science – Network and Communications Management

Various Military I.T. Certifications held