

**Phillip M.V Jackson**  
18435 Gardens End Ln.  
Houston, TX. 77084  
(619)-840-9421  
jacksonphillip73@gmail.com

**Summary:**

An experienced Signal Support Systems (SSS) Specialist with exemplary telecommunications network troubleshooting skills. Dependable subject matter expert in the installation and operation of signal support equipment as well as the monitoring of network operations. Ready to utilize exceptional problem solving and apply decision-making capabilities to secure a new role. Performance-oriented engineering team member who encompasses experience in testing and optimizing electrical schematics. Prepared highly accurate specifications and instructions for commissioning. Resourceful and detail orientated in providing technical support for sustainable designs. Deadline driven individual when executing the operation and oversight of SSS. Well-grounded specialist with a experience developing policies and procedures for supported organizations.

**EDUCATION:**

**Undergraduate Degree:**

**BOS Computer Science**

American Military University

September 2020-2024  
Charles Town, West Virginia

**Military Vocational Training**

Signal Support System Specialist Training

March 2013-Nov 2013  
Fort Gordon, Georgia

**Basic Leadership Course**

Fort Sill Noncommissioned Officer Academy

September 2015  
Fort Sill, Oklahoma

**Advanced Leadership Course**

Fort Gordon Noncommissioned Officer Academy

April 2020  
Fort Gordon, Georgia

**Technical Training:**

**WordPress SkillBridge**

August 2022-Present

Technical:

- Beginner to intermediate familiarity with WordPress terminology and platform familiarity/comfortability including:
- Choosing themes and setting up child themes
- Choosing templates
- Block editing
- Full-site editing
- Using custom HTML
- Using custom CSS
- Exposure to various plugins to manage aspects of a site such as security, email, child themes, and seo
- Significant experience with the WordPress Block Editor
- Some exposure to and limited experience with Elementor
- Basic UI/UX analysis and design according to the requirements of a client
- Basic knowledge of agile and waterfall

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- Completed a 4-page WordPress website built from blank pages and styled to match an existing site

**Business Skills:**

- Business Communications:
- Understanding your Audiences
- Choosing the Proper Channel
- Using Social Settings
- Passive Vs. Aggressive Communication
- Delivering the Pitch

**EMPLOYMENT HISTORY**

**25U20 Signal Support System Specialist, U.S. Army**

January 2013-Current

- Provided maintenance and technical assistance to commanders and staff in regards to SSS.
- Supervised and assisted with battlefield SSS and terminal devices.
- Reviewed engineering design proposals and completed drawings to determine feasibility of each plan and assess conformance with both safety and sound engineering practices standards.
- Enhanced real-world system operation by standardizing production and field installation processes.
- Completed in-depth performance tests of parts and systems undergoing design optimization in simulated environments.
- Tested signal-level equipment for operational performance within prescribed tolerances.
- Handled all troubleshooting tasks for SSS, which included radio, wire and battlefield automated systems.
- Installed new wiring and networking hardware in existing facilities and within new construction.
- Updated hardware and software platforms by implementing automation and efficiency improvements.
- Performed regular maintenance and testing to service and optimize complex computer systems, applications and environments.
- Devised and implemented updates and resolutions for handling risks, maintaining compliance and improving designs.
- Used information in technical diagrams, schematics and manuals to understand operations and make successful repairs.
- Trained new system users and employees in classroom type sessions to promote useful system knowledge and operations expertise.
- Educated equipment operators on proper use of equipment.
- Inspected systems, diagnosed problems and developed optimal solutions.
- Assembled electrical systems or prototypes using hand tools or measuring instruments.

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- Identified and resolved equipment malfunctions working with manufacturers or field representatives as necessary to procure replacement parts.
- Selected electronics equipment, components or systems to meet functional specifications.
- Responded to problems with processing and production equipment and completed timely repairs.

**25U20 Signal Support System Specialist, U.S. Army**

DEC 2014- NOV 2018

- Provided Tier 1 IT support to non-technical internal users through desk side support services and documentation on troubleshooting of technical processes to support desk staff
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Assisted customers in identifying issues and explained solutions to restore service and functionality as well as updating technical support best practices for use by team.
- Explained security measures in simple terminology to help users understand malware and phishing threats.
- Configured hardware and granted system permissions to new employees.
- Used ticketing systems to manage and process support actions and requests.
- Researched product and issue resolution tactics to address customer concerns.
- Monitored systems in operation and quickly troubleshoot errors.
- Managed high levels of call flow and responded to computer account, software and hardware technical support needs.