

Jeremy Killian  
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*Experienced information technology professional seeking to contribute training and acquired skills within any support role. Works well independently, or in a team setting providing support such as troubleshooting, installations, and maintenance. Easily identify and resolve technical issues and concerns.*

### **Work Experience:**

Cnslt, Systems Engineering – Assistant Vice President

*Bank of America, November 2020 – Present Richmond, Virginia*

- Provide level four support for various telephony integrations
- 7x24 Triage Support for Incident, Change, and Problem Management
- Lead troubleshooting efforts using internal and external resources
- Knowledge and use of Cisco Unified Call Manager, Avaya Call Manager, SIPaaS, Sonus, PRI, DS1/3
- Created Standard Operating Procedures to maximize productivity
- Experience with MS Applications, SharePoint, ESmart Reporting, BMC ITSM Remedy, ITIL knowledge
- Expanded Role includes Vendor Technology Lead

NOC Shift Lead – Assistant Vice President

*Bank of America, April 2020 – November 2022 Richmond, Virginia*

- Provide Situational Management, Coordinate Technicians, Monitor events, and triage incidents to bring to restoral
- Manage shift of Voice, Data, and Security professionals to ensure network stability
- Lead troubleshooting efforts using internal and external resources
- Provide updates and summaries to senior leadership

Voice Technical Analyst- Assistant Vice President

*Bank of America, April 2014 – April 2020 Richmond, Virginia*

- Provide Situational Management, Coordinate Technicians, Monitor events, and triage incidents to bring to restoral
- 7x24 Triage Support for Incident Management
- Monitored Vendor and Phone Backlog to ensure speedy closure of incidents
- Knowledge and use of Cisco Unified Call Manager, Avaya Call Manager, SIPaaS, Sonus, PRI, DS1/3
- Created Standard Operating Procedures to maximize productivity
- Experience with MS Applications, SharePoint, ESmart Reporting, BMC ITSM Remedy, ITIL knowledge

Senior Nodal Network Technician, Sergeant

*United States Army, May 2012 - February 2014 Fort Hood, Texas*

- Planned, developed and directed the installation and operation of integrated C2 telecommunications and information management networks
- Maintained inventory valued at \$1.2 million

- Maintained company Telecom Technician office which coordinates and develops voice and data drops for 60 customers
- Monitored and maintained 130+ computers with active directory, MS applications, and repairs
- Supervised and trained a team of 7 individuals on daily basis and maintained a medium sized element of 32 individuals twice a week
- Knowledge and use of Cisco Unified Call Manager

Senior Patriot Switch Technician, Specialist

*United States Army, April 2010 – May 2012 Okinawa, Japan*

- Supervised a team of 3 while managing shift rotations with 24/7 emergency on call roster
- Successfully maintained over \$750,000 worth of inventory with no loss
- Researched and developed advanced PATRIOT communications troubleshooting doctrine. Resulting insignificant improvements in overall unit efficiency and training methods.
- Maintained classified material and platforms to include implementation of advanced security measures, such as tracking methods, inventories, and chain of custody documentation, specifically tailored to new platform releases.

Front/Back Support Crew, Team Lead

*Chic-Fil-A, February 2009 – August 2009 Richmond, Virginia*

- Maintained a team in a Junior Level Management position of up to 10 subordinates at any given shift
- Stepped in as manager whenever needed
- Maintained accountability of all profit, and helped in the process of ordering with the General Manager

Cabling Technician- Low Voltage, Crew Lead

*Custom Choice Electric, November 2007 – February 2009 Richmond, Virginia*

- Led a team of 2 to successfully wire residential with voice and data network
- Maintained company vehicle and ensured all stock we needed, we ordered and kept inventory

Cabling Technician- Low Voltage, Associate

*Quality Communications of Virginia, November 2006 – October 2007 Richmond, Virginia*

- Wired commercial and residential unites with voice/data connectivity
- Knowledge in 66/110 block as well as patch panels
- Knowledge in Avaya VoIP and different voice mail systems
- Monitored several commercial accounts with voice/data accessibility 24/7 on call roster
- Successfully wired buildings with 25/50 pair as well as having 200+ drops

**Education:**

University of Maryland Global Campus

Major: Information Systems Management

Minor: Business Administration

Bachelors, August 2017 – Present (Anticipated Graduation: Fall, 2020)

United States Sergeant Majors Academy, Warriors Leader Course

*Fort Hood, Texas*

Technical Diploma, November 2012-December 2012

