

HUMPHREY CHADBOURNE V

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FIELD MAINTENANCE | IT SUPPORT | TEAM LEADERSHIP | NETWORK SECURITY

Field Service Representative with 3 years of career development within the network management, system maintenance, and tactical communications sector. Air Force Veteran possessing active Secret Security Clearance and 12+ years of proven experience in operations management, team leadership, and strategic planning. Extensive background in developing and implementing systematic safety solutions and providing training to increase individual and organizational readiness. Possesses comprehensive experience in security operations, in-field troubleshooting support, tactical communications, inventory management, safety management, and logistics operations. Articulate communicator with keen bottom-line focus and a proven ability in enhancing operations through delivery of value-added programs, policies, systems, and procedures. Career supported by the active pursuit of a Master of Business Administration with a focus in IT Management, a Bachelor of Science in Computer Information Systems, and an Associate Degree in Police Sciences.

- Security Operations
- Operational Planning
- IT Support Fundamentals
- Electrical Maintenance
- Training & Development
- Information Assurance
- Project Management
- Customer Service
- Lean Six Sigma Methods

PROFESSIONAL EXPERIENCE

Persistent Systems, LLC.

May 2023 – Current

Field Service Representative

- Execute work orders related to deployment of line replaceable/shop replaceable ROP equipment located on-site according to scope of work, planning/service level agreements and quality standards
- Perform scheduled and ad hoc preventative maintenance tasks on ROP system components
- Identify areas of potential improvement in equipment, training and support and elevate to Senior Field Service Representative
- Perform firmware, configuration and security updates as needed
- Assist Air Force MF personnel with procedures and optimization of the ROP system
- Act as the end user's primary technical point of contact ensuring rapid solutions to any reported issues
- Provide technical assistance, product training, and training to Air Force MF personnel
- Maintain expert knowledge of Persistent Systems products and solutions
- Conduct troubleshooting and root cause analysis for ROP networking systems
- Conduct equipment checks as needed on ROP equipment throughout the missile field
- Maintain accurate inventory of all GFE (Government Furnished Equipment) components and consumable items
- Follow direction and guidance from Senior Field Service Representative

Qualus Power Services

April 2022 – September 2022

Field Service Technician

- Conducts electrical testing and maintenance on power systems to ensure compliance with NETA standards
- Responds to outages in field conditions to troubleshoot, diagnose, and resolve customer concerns in a timely manner
- Interfaces with various programs to conduct insulation resistance, contact resistance, power factor, and winding resistance testing
- Manage projects and jobs by developing resource lists and schedules for future maintenance
- Uploads daily activities to comprehensive database that tracks all projects over the duration of contracts
- Provides technical support to customers on-site and remotely to enhance company productivity

United States Air Force, Hanscom AFB, MA

September 2019 – April 2022

Security Forces Supply & Logistics Manager

- Provided advance administrative and project support for senior-level consultants on security and flight support
- Planned and coordinated training events for employees and ensured adequate guidelines were met and certifications remained valid
- Tracked, issued, and coordinated repair of Squadron IT items, maintained database of all assigned items to include locations and users
- Managed 15 personnel, determined posting locations based on individual skill sets, and managed qualifications
- Developed guidelines for maximum utilization of manpower, leading to simplified documentation of management processes and base-wide adoption of new processes
- Conducted an overhaul of operating instructions and updated security practices; instructions improved manpower and streamlined daily operations

United States Air Force, Malmstrom AFB, MT

April 2013 – September 2019

Missile Field Dispatch Coordinator

- Coordinated placement of security teams within the missile field complex to meet Air Force security requirements
- Monitored daily maintenance to develop future manpower usage while maintaining a tactical advantage
- Augmented field teams to provide security for Security Escort Teams, Fire Teams, and Convoy Response Forces
- Conducted daily briefings to personnel on routes, hazards, weapon implementation, and vehicle positioning when arriving to missile sites
- Managed Squadron training program and held Unit Safety Representative role to ensure compliance with Air Force Instructions

EDUCATION

Master of Business Administration Systems | Southern New Hampshire University – Expected January 2026

Bachelor of Science, Computer Information Systems | Southern New Hampshire University – 2024

Associate of Science, Criminal Justice & Law Enforcement | Community College of the Air Force – 2019

CERTIFICATIONS

Google Project Management Certificate – 2022

CPR & BLS Certification – 2022

Lean Six Sigma Green Belt Certification | OpusWorks Institute – 2021

TRAINING & PROFESSIONAL DEVELOPMENT

MANET Administrators Course (MAC) – 2023

Tactical Vehicle Operations Course – 2021

Microsoft Teams End User Training – 2020

Security Forces Tier Training (Level II) – 2020

Security Forces “Craftsman” Skill Level Training – 2018

Airman Leadership School – 2016

Security Forces Technical School – 2014

CLEARANCES

Active Secret Security Clearance | Department of Defense, U.S. Air Force