

Alexander Walls

Round Hill, VA
(315) 777-4021
awal@awal.us

Work Experience

Emergency Response Center:

(Doyle Security, S.T.A.T. Communications - Security Company)

- Verified alarms with subscribers, ensuring locations as secured.
- Dispatched Police, Medical or Fire response as needed.
- Arranged testing schedules for subscribers when necessary.

Operator:

(S.T.A.T. Communications - Security Company)

- Provided arming and disarming assistance for subscribers when needed.
- Programmed security, camera and access control systems remotely, providing configuration or user changes as needed.
- Assisted with troubleshooting of security and alarm devices through telephone support.

Food service Team Member / Cashier / Runner:

(McDonalds, Burger King - Fast Food Restaurants)

- Prepared food items made to order.
- Stocked items involving handling large containers of product.
- Processed orders, handling money in exchange for products.
- Communicated with customers, for survey or correction of orders.
- Repaired problematic equipment to working order (including preventative maintenance).
- Often performing under pressuring / taxing conditions (malfunctions, rush periods, etc.).

Customer Assistance / Technical Support Representative:

(Stream Global Services - Contract Telephone Service Company)

- Assisted customers with troubleshooting of malfunctioning and problematic equipment.
- Provided a repair triage and arranged service center appointments when a technical issue requiring repair arose.
- Resolved inconsistencies with fellow peers in an internal senior support group.
- Assisted customers with troubleshooting or inquiries as Technical Support when a Customer Assistance or support representative was unable to resolve.

Cashier / Customer Service Associate:

(Wal Mart - Chain Grocery / Department Store)

- Operated touch-screen registers, handling customers orders and checking out items.
- Provided merchandise tags and labeling where needed, including shelving, displays and replacement tags.
- Assisted with locating items within the store, as well as assisting with purchasing decisions.
- Provided customer service, handling customer returns as well as assisting with wire transfers and money orders.
- Performed preventative maintenance, cleaning areas of work and product display.
- Prepared photo orders, assembling photo packages as well as booklets, canvas, etc.
- Guided customers through electronics purchases, recommending available products as would suit the individual or groups needs.

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Volunteer Functions

Network Manager:

(GamerzLAN - Computer & Video Gaming Compound - Nov. '05 to Jan. '09)

- Managed store on several occasions, especially during lengthy events (sometimes spanning multiple days at a time).
- Provided technical support for many computer problems of varying complexity.
- Administered a network, including maintenance of several managed network stacks and a public Wi-Fi access point.
- Operated a cash register, handling small orders for prepared food and access fees.
- Offered consultation and assistance with building gaming computers, usually from scratch.

Technical Assistant:

(Beyond Nerd - Video Game Sales & Repair Store - Mar. '12 to June '14)

- Repaired game consoles. Most consoles repaired to complete working order, including board level repair on older consoles as well as software repairs on newer consoles where needed.
- Assembled and configured computers in both desktop and server configurations, generally involving installation of Debian Linux or CentOS.
- Assisted with development of repair center, suggesting necessary tools and providing recommendations on what items would help with the repair process.
- Tested individual video games to ensure working order prior to sale, generally through disc surface testing software, as well as some play testing (generally on cartridge based games).

Acquired Skills

Server Operation:

- Intermediate Linux operation from shell, including knowledge of terminal commands, with a focus on Debian GNU/Linux.
- Maintained SAMBA shares to provide Windows File System access to Linux hard drives and partitions.
- Changed configuration as demands changed, including server chassis migration and installing upgrade cards.
- General hardware maintenance, cleaning, and preparation for deployment changes.

Advanced Electronics Repair:

- Replaced consumable components in devices like storage chips, hard drives, and batteries.
- Acquired ability to read, understand and properly use schematic diagrams and board layouts.
- Performed surface-level board repairs to devices, including operation of a soldering iron, solder and flux among other things as pertinent to the repair.
- Installed and replaced surface mount devices (SMD) in electronics using a soldering station with a SMD capable soldering iron and / or hot air rework station.
- Circumvented faulty power supplies in defective electronics with alternative power sources.

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Education

June 2004 <i>High School - NY Regents</i>	January 2006 - May 2006 Associates - Computer Science (<i>Not Completed</i>)
Indian River High School 32925 US RTE 11 Philadelphia, NY 13673 (315) 642-3427	Jefferson Community College 1220 Coffeen St Watertown, NY 13601 (315) 786-2200

Employment Timeline

December 2005 - January 2007 <i>Crew Employee</i>	
McDonald's 7952 US RTE 11 Calcium, NY 13616 (315) 629-4078	April 2007 - December 2008 <i>Technical Support (Tier I, then Tier II)</i>
April 2009 - February 2010 <i>Crew Employee</i>	Stream Global Services (Now Convergys) 146 Arsenal St #1 Watertown, NY 13601 (315) 785-9200
Burger King 1081 Arsenal St Watertown, NY 13601 (315) 788-9050	June 2010 - October 2017 <i>Cashier / Front End Associate (Service Desk, etc.)</i>
October 2017 - July 2022 Operator / Emergency Response Center	Wal Mart 20823 NYS RTE 3 Watertown, NY 13601 (315) 786-0145
S.T.A.T. Communications (Now Doyle Security) 154 Franklin St Watertown, NY 13601 (315) 782-1319 Watertown - (585) 442-9450 Main	