

Lindsey R. English Jr.

github.com/LindseyALA | lindsey.english@outlook.com | linkedin.com/in/lindseyenglishjr | lindseyala.github.io

PROFESSIONAL SUMMARY

U.S. Army veteran and security operations leader transitioning into IT with a 3.9 GPA in Networking and Cybersecurity at Tacoma Community College. Hands-on experience in help desk operations, Windows Server, Active Directory, and network troubleshooting through current work-study IT support roles. Member of Phi Theta Kappa Honor Society and TCC Dean's List.

EDUCATION

Tacoma Community College <i>Bachelor's Degree, Advanced Networking and Data Security.</i>	Tacoma, Washington 2026 - Present
Tacoma Community College <i>Associate's Degree, Networking and Cybersecurity. Phi Theta Kappa Honor Society, IT Club, Dean's List. GPA: 3.9.</i>	Tacoma, Washington 2025 - 2026
Remington College <i>Associate of Science, Information Technology. GPA: 3.0.</i>	Mobile, Alabama 2001 - 2003

EXPERIENCE

IT Support Technician <i>Tacoma Community College, IT Department</i> • Provide frontline IT support for faculty, staff, and students across campus systems. • Troubleshoot hardware, software, and network connectivity issues in a Windows Server and Active Directory environment. • Assist with device imaging, account provisioning, and help desk ticketing workflows. • Apply networking and cybersecurity knowledge directly to live production systems.	2025 – Present
Help Desk Technician <i>Tacoma Community College, Information Commons</i> • Provided frontline technical support to students and staff at the Information Commons help desk. • Resolved device, software, printing, and general technology issues in a high-traffic public environment. • Delivered clear, patient support that led to selection for a role in TCC's IT Department.	2025 – 2026
Patrol Supervisor / Western Washington Recruiter / Armed Transport Officer <i>Phoenix Protective Corp</i> • Supervised daily security operations across multiple posts; coordinated officer schedules, conducted site inspections, and ensured protocol compliance. • Served as primary liaison between field teams and management, resolving incidents promptly and reinforcing professional standards. • Led Western Washington recruiting efforts: sourced, screened, and onboarded security personnel; maintained compliance with licensing and background-check requirements. • Operated armed transport assignments with strict access control, surveillance, and incident documentation. • Maintained detailed shift reports and operational logs, demonstrating strong documentation and situational awareness.	2015 – 2024
Customer Service Representative <i>Xerox</i> • Responded to telephone inquiries, researching and resolving customer complaints in a timely manner. • Provided functional guidance and training to junior staff; monitored call queue and escalated priority issues.	Jul 2014 – Sep 2015
Cannon Crewmember (MOS 13B), Honorably Discharged <i>U.S. Army, Joint Base Lewis-McChord</i> • Operated and maintained M777 and M109A6 howitzers in high-tempo field environments; trained in artillery fire direction and crew coordination. • Conducted preventive maintenance, safety checks, and rapid deployment drills to ensure mission readiness. • Collaborated with fire direction control teams, demonstrating discipline, resilience, and adaptability under pressure. • Awarded Army Commendation Medal, Army Achievement Medal, and Non-Article 5 NATO Medal (ISAF).	Aug 2010 – Dec 2013

CERTIFICATIONS

- Help Desk Certificate, Tacoma Community College (Jun 2026)
- Technical Certificate, Tacoma Community College (Aug 2025)
- Computer Hardware Basics, Cisco (Aug 2024)
- Word Yellow Belt, Level 2, McGraw Hill (May 2025)
- Word White Belt, Level 1, McGraw Hill (Apr 2025)

AWARDS & HONORS

- Phi Theta Kappa Honor Society, Tacoma Community College (Aug 2025)
- Dean's List, Tacoma Community College (Mar 2025)
- Army Commendation Medal, U.S. Army (Mar 2012)
- Army Achievement Medal, U.S. Army (Sep 2013)
- Non-Article 5 NATO Medal (ISAF), U.S. Army (Mar 2013)

SKILLS

Networking: TCP/IP, DNS, DHCP, VLANs, VPN, Firewalls, pfSense

Systems: Windows Server, Active Directory, Linux, macOS, Hyper-V, VMware

Cybersecurity: IAM, MFA, SIEM, Nmap, Wireshark, Patch Management, Access Control

Scripting: PowerShell, Bash, Python, Git, HTML/CSS

Tools: Microsoft 365, ServiceNow, GitHub, Grafana, Azure, Help Desk Systems