Tajaric McGee

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# profile

Air Force Veteran and IT professional with over seven years of experience as a software support specialist and systems technician with hardware maintenance skills. I am a detailed oriented individual with excellent customer service and problem-solving skills.

# Education

University of Texas at San Antonio San Antonio, TX

Bachelor of Business Administration in Information Systems 2021

San Antonio College San Antonio, TX

Associate in Liberal Arts 2018

**United States Air Force – Information Management School** Keesler AFB, MS

*Information Management* 2008

Airman Leadership School Osan AB, Korea

Leadership and Management 2005

# Experience

University of Texas at San Antonio San Antonio, TX

Obtained bachelor’s degree in information systems 2018 – 2021

* Member of Alpha Kappa Psi Business Fraternity

San Antonio College San Antonio, TX

Obtained associate degree in Liberal Arts 2013 – 2016

Computer Sciences Corporation (CSC) San Antonio, TX

Tier 2 Help Desk Coordinator 2012 – 2015

* Improved personnel support to US Army Medical Command (MEDCOM) by the tracking helpdesk request frequency and ensuring proper personnel coverage
* Delivered a full range of tasks including managing, troubleshooting, and configuring accounts for the Army’s medical evaluation board software application.
* Increased user productivity by 37% by providing individualized training to customers

Information Innovators Inc. San Antonio, TX

Tier 2 Help Desk Technician/ Desktop Support 2010-2012

* Contributed to the support of all Air Force bases national and overseas, by meeting and exceeding service level agreements
* Provided Enterprise support services to over 700,000 users in the United States Air Force
* Provided remote support offering computer assistance and user account support

United States Air Force Reserves Beale AFB, CA

Information Management Technician/ Client Support Admin. 2008 – 2009

* Increased the effectiveness of troubleshooting hardware and system faults by 30% by developing troubleshooting checklists
* Reduced system operations down time by 12% with the development of preventative maintenance schedules
* Decreased training time by 40% after collaborating with cross-functional teams to develop workflow and knowledge management materials

**United States Air Force Active Duty** 2001 – 2007

*Assistant Dedicated Crew Chief*

*Maintenance Operations Control Center*

*Wheel and Tire Maintenance*

*Tactical Aircraft Maintenance*