

Jesse Roper

Colorado Springs, Colorado.

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Veteran

Honorable service in the U.S. Army – Sergeant First Class (Feb 2004–Nov 2016)

Skills

- Problem Solving
- Troubleshooting
- Customer Service
- Fiber Networks

Technologies

- Linux Server
- Active Directory
- Microsoft 365
- MySQL Database

Experience

Helpdesk – FirstSource Advantage, LLC (2021–2024)

- Managed and resolved 300+ trouble tickets monthly
- Coordinated service calls with advanced dispatch skills
- Specialized in fiber troubleshooting

Genius Bar – Apple, Inc. (2020–2021)

- Diagnosed and resolved 100+ hardware/software issues weekly across all Apple products
- Provided top-tier in-person tech support, achieving 95%+ customer satisfaction
- Trained users on iOS/macOS best practices, reducing recurring visits

Store Lead – Optimal Wireless (2018–2020)

- Collected political affiliation data from millions of users
- Opened and supervised multiple retail locations
- Managed staff in a high-paced environment

Gunnery Sergeant – US Army (2004–2017)

- Platoon Sergeant directly supervised 30+ soldiers
- Advised and coordinated fire support operations
- Drafted tactical fire support plans

Education

Bachelor’s, Information Technology

Colorado Technical University (June 2023)

[view diploma](#)

Associates, Information Systems

American Military University (May 2010)

Certifications

LinkedIn Learning, De-Escalating & Customer Service (Mar 2023)

[view certificate](#)

References

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