

Jerry Atchison

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Professional Summary

IT Support and Network Technician with hands-on experience in telecommunications infrastructure, hardware diagnostics, cloud and networking fundamentals, and field service operations. Skilled in troubleshooting network and equipment issues, configuring systems, documenting work, and coordinating with NOC, project, and field teams. Backed by CCNA, AWS, CompTIA, ITIL, and current MSCS coursework.

Certifications

- CompTIA A+, Network+, Security+, Cloud+, Linux+
- CCNA, Cisco CyberOps Associate, Cisco DevNet Associate
- AWS Solutions Architect Associate, AWS Cloud Practitioner
- ITIL 4 Foundation
- OSHA 30-Hour
- EPA 608 Universal, EPA 609 Auto

Education

Master of Science in Computer Science

Western Governors University (WGU)

Graduated: 2026

Bachelor of Science in Cloud and Network Engineering

Western Governors University (WGU)

Graduated: 2025

Associate of Applied Science in Electronics and Computer Engineering Technology

Chattahoochee Technical College

Graduated: 2010

Work Experience

Full-Time Student & Freelance Technician

Powder Springs, GA

March 2024 to Present

- Completed a Bachelor of Science in Cloud and Network Engineering and earned 11 industry-recognized IT certifications (Cisco, AWS, CompTIA, ITIL)
- Completed a Master of Science in Computer Science
- Perform freelance technical work, including automotive diagnostic equipment repair, specialized equipment resale, and basic handyman/electrical services

Rental Yard Attendant

Bobcat Atlanta - Marietta, GA

June 2022 to February 2024

- Maintained heavy equipment and ensured operational efficiency through diagnostics, maintenance, and reporting
- Loaded and unloaded parts, machines, and rental equipment using Bobcat equipment and forklifts; cleaned rental machines
- Collaborated with departments to troubleshoot equipment issues and fill out technical documentation
- Improved shop organization and safety through proactive maintenance

Wireless Network Technician (Lead Technician)

Lightwave Communications, Inc (Subcontractor for T-Mobile / Verizon / AT&T/ Sprint). Contractor for Neocom - Woodstock, GA

September 2016 to August 2021

- Performed rack and stack of telecom equipment; mounted and assembled RBS cabinets, DUs, XMUs, radios, and associated modules at the physical layer (Layer 1), including fiber, power, and labeling
- Pre-integrated and commissioned Ericsson/Nokia network equipment; supported Layer 2 connectivity and assisted with basic Layer 3 validation and troubleshooting, coordinating with NOC teams and key stakeholders across telecom network operations
- Directed and coordinated on-site tower and ground crews during DAS, rooftop, and cell tower deployments, providing testing results and guidance on required adjustments across multi-vendor environments (Verizon, T-Mobile, AT&T), including support for Sprint-T-Mobile network integration during

the merger

- Collaborated with project managers, NOC teams, and field personnel, and supported less-experienced technicians with on-the-job guidance and troubleshooting
- Troubleshooted as a ground technician alongside tower teams to resolve VSWR, light level, PIM, MIMO, RET, and power issues; utilized Anritsu and Kaelus for line sweeping and PIM testing, performed OTDR fiber testing, and monitored AC/DC systems, reducing repeat service issues
- Tested and validated new cell sites by accessing ground system modules and resolving issues prior to handoff to cell technicians
- Performed alarm testing using site management systems, continuity testers, and Ethernet testers
- Installed and integrated 2G–5G RAN systems, including radios, Distributed Units (DUs), XMUs, and antennas
- Assisted with site construction, including ground rings and power/fiber installation, following schematics
- Interpreted and modified wiring diagrams
- Installed security cameras, lights, and puck locks onto cabinets and equipment
- Compiled and submitted detailed site reports with photographic evidence, detailed work logs, and recommendations for future preventive maintenance
- Worked in Georgia, Alabama, Tennessee, Carolinas, and Virginia markets

Satellite Technician

Dish Network - Marietta, GA

December 2015 to June 2016

- Installed Dish satellite systems, receivers, coax cable, diplexers, splitters, and wall plates in customer homes
- Maintained over 90% average customer satisfaction on post-install phone surveys
- Sold Dish Smart Home Services, including TV mounting, power relocation, wireless networking, home audio installation, and cell phone screen repair
- Recognized as Employee of the Month twice

Kitchen Manager and Chef

Johnny's Barbeque - Powder Springs, GA

September 2013 to November 2015

- Improved operational efficiency and quality control while managing a high-demand kitchen environment
- Managed inventory, scheduling, and team coordination to maintain smooth operations under pressure
- Diagnosed and repaired electrical systems in the restaurant

Outside Sales and Technician

Process Measurement & Control Company - Marietta, GA

June 2012 to August 2013

- Installed and repaired level, pressure, and temperature sensors integrated with Programmable Logic Controllers (PLCs) in manufacturing environments
- Refurbished Rexa actuators used by utility companies including Georgia Power and Cobb EMC
- Troubleshooted and repaired automation systems to improve performance and reduce downtime
- Collaborated with maintenance managers and engineers to design solutions and generate quotes and proposals in QuickBooks

Electrician Helper

Turner Electrical - Marietta, GA

May 2006 to June 2012

- Wired residential homes in accordance with electrical codes
- Replaced outdated screw-in fuse panels with modern circuit breaker panels
- Troubleshooted and repaired electrical systems and appliance-related issues

Student Assistant - Marketing & Outreach

Kennesaw State University - Kennesaw, GA

August 2005 to May 2006

- Designed brochures and outreach materials to support center outreach and visibility
- Edited and maintained the Kennesaw State University CAREing Center website for accurate and accessible content using HTML, Frontpage, and Dreamweaver
- Photographed CAREing Center events for use in digital and print media
- Coordinated bulk mailings to distribute university resources and communications