



JESSE ROPER

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VETERAN

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

EXPERIENCE

FirstSource, LLC

Helpdesk | 2021-2024

- Specialized in fiber troubleshooting, Coordinated service calls, 300+ trouble tickets monthly

Optimal Wireless

Store Lead | 2019-2021

- Opened and supervised multiple retail locations, connected data plans with 1K+ customers.
- supervised new hire training and on-boarding in multiple retail locations.

EDUCATION

Bachelor's Degree, Information Technology. Colorado Technical University (June 2023)

Network+ Academic Award Colorado Technical University (Augst 2022)

CompTIA Tech+ Certificate. Intellitec College (March 2025)

AWARDS & ACKNOWLEDGEMENTS

Humanitarian Service Medal, Recovery Operations. Fort Polk, Louisiana (June 2005)

Meritorious Service Medal (MSM), Training and Welfare of 100+ National Guard Units. (June 2014)

Afghanistan Campaign Medal w/ Two Stars. (March - November 2006)

DD214 (Service Record) and references available on Request.