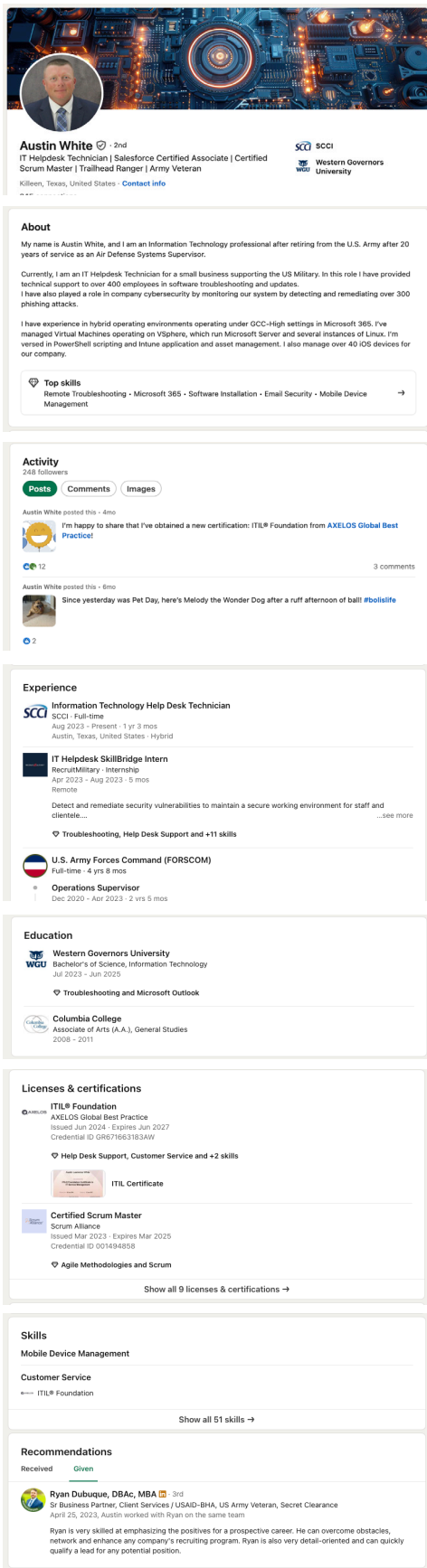


LinkedIn

Success Guide for Veterans

RECRUIT MILITARY®



Austin White · 2nd
IT Helpdesk Technician | Salesforce Certified Associate | Certified Scrum Master | Trailhead Ranger | Army Veteran
Killeen, Texas, United States · [Contact info](#)

About
My name is Austin White, and I am an Information Technology professional after retiring from the U.S. Army after 20 years of service as an Air Defense Systems Supervisor.
Currently, I am an IT Helpdesk Technician for a small business supporting the US Military. In this role I have provided technical support to over 400 employees in software troubleshooting and updates.
I have also played a role in company cybersecurity by monitoring our system by detecting and remediating over 300 phishing attacks.
I have experience in hybrid operating environments operating under GCC-High settings in Microsoft 365. I've managed Virtual Machines operating on VSphere, which run Microsoft Server and several instances of Linux. I'm versed in PowerShell scripting and Azure application and asset management. I also manage over 40 IOS devices for our company.

Top skills
Remote Troubleshooting · Microsoft 365 · Software Installation · Email Security · Mobile Device Management

Activity
248 followers
[Posts](#) [Comments](#) [Images](#)
Austin White posted this · 4mo
I'm happy to share that I've obtained a new certification: ITIL® Foundation from AXELOS Global Best Practice!
Austin White posted this · 6mo
Since yesterday was Pet Day, here's Melody the Wonder Dog after a ruff afternoon of ball! #bolslife

Experience
Information Technology Help Desk Technician
SCCI · Full-time
Aug 2023 - Present · 1 yr 3 mos
Austin, Texas, United States · Hybrid
IT Helpdesk SkillBridge Intern
RecruitMilitary · Internship
Apr 2023 - Aug 2023 · 5 mos
Remote
Detect and remediate security vulnerabilities to maintain a secure working environment for staff and clientele...
Troubleshooting, Help Desk Support and +11 skills
U.S. Army Forces Command (FORSCOM)
Full-time · 4 yrs 8 mos
Operations Supervisor
Dec 2020 - Apr 2023 · 2 yrs 5 mos

Education
Western Governors University
Bachelor's of Science, Information Technology
Jul 2023 - Jun 2025
Troubleshooting and Microsoft Outlook
Columbia College
Associate of Arts (A.A.), General Studies
2008 - 2011

Licenses & certifications
ITIL® Foundation
AXELOS Global Best Practice
Issued Jun 2024 · Expires Jun 2027
Credential ID: GR671663183AW
Help Desk Support, Customer Service and +2 skills
ITIL Certificate
Certified Scrum Master
Scrum Alliance
Issued Mar 2023 · Expires Mar 2025
Credential ID: 001494858
Agile Methodologies and Scrum
Show all 9 licenses & certifications →

Skills
Mobile Device Management
Customer Service
ITIL® Foundation
Show all 51 skills →

Recommendations
Received [Given](#)
Ryan Dubuque, DBAc, MBA · 3rd
Sr Business Partner, Client Services / USAID-BHA, US Army Veteran, Secret Clearance
April 26, 2023, Austin worked with Ryan on the same team.
Ryan is very skilled at emphasizing the positives for a prospective career. He can overcome obstacles, network and enhance any company's recruiting program. Ryan is also very detail-oriented and can quickly qualify a lead for any potential position.

Profile Photo: Get a professional headshot—dress like you're ready for an interview and remember to smile. Need help? PortraitsForPatriots.org offers free photos.

Banner Photo: Choose or create a banner that reflects your professional goals. Use tools like Canva to design a custom banner or Google “LinkedIn Banner images”.

Headline: Highlight who you are and what you’re aiming for. Focus on your current and future career—not just your military background.

About Section: Tell your story: who you are, what you’re passionate about, and your next steps. Keep it personal, clear, and avoid military jargon.

Activity: Don’t just set up your profile—engage! Share, comment, and connect regularly to increase your visibility.

Experience: Translate your military roles into terms civilian employers understand. Be clear, specific, and include measurable achievements. Add media if relevant.

Education: List your degrees, certifications, and training. If your GPA is 3.0+, be sure to include it.

Licenses & Certifications: Showcase certifications like HRM, IT, PMP, or Lean Six Sigma to boost your marketability.

Skills: Fill out all relevant skills and highlight key ones at the top. Recruiters use skills to search for candidates—don’t skip this!

Recommendations: Give and ask for recommendations from your military peers and supervisors. These build your credibility with civilian employers.