



L. DALE MUMFORD

INFORMATION TECHNOLOGY

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EDUCATION

Associate of Science – Information Technology

Sullivan University, Louisville,
KY

Expected Graduation Nov 2026

GPA: 3.7

Dean's List: Fall 2024, Spring
2025, Summer 2025

Certificate of Technical Studies – Railroad Technology

CSX Locomotive Engineer
School, Huntington, WV

TECHNICAL SKILLS

- CompTIA A+ Certified
- Desktop and Laptop
Hardware Support
- Windows Operating Systems
- Basic HTML and Web
Fundamentals
- IT Asset Tracking and
Documentation
- Troubleshooting and Root-
Cause Analysis
- Safety, Compliance, and
Procedure Adherence



PROFESSIONAL OVERVIEW

Reliable and detail-oriented IT Support professional with strong hands-on troubleshooting skills, CompTIA A+ certification, and ongoing associate degree in information technology (3.7 GPA). Brings years of experience supporting operations, resolving technical and process issues, documenting procedures, and assisting end users in regulated environments. Seeking an IT Support or Help Desk role focused on internal systems, asset management, and user support.

PROFESSIONAL EXPERIENCE

Assembly Line Worker

GE (Haier Company) – Louisville, KY

Jan 2021 – Present

- Follow technical work instructions and quality control standards in a structured environment.
- Identify and resolve equipment or process issues to minimize downtime.
- Maintain adherence to safety, compliance, and documentation requirements.

Operations Manager

Road & Rail Services, Inc. – Fairburn, GA

Aug 2019 – Present

- Support daily operational systems and ensure accurate documentation of workflows and procedures.
- Coordinate personnel scheduling, system readiness, and compliance requirements.
- Resolve operational and technical issues impacting productivity and safety.
- Serve as a point of contact for troubleshooting and process improvement initiatives.

Locomotive Conductor and Engineer

CSX Transportation

Jun 2005 – Jul 2019

- Operated and inspected complex mechanical systems to ensure safe and reliable operation.
- Performed detailed pre-operation inspections and issue resolution.
- Followed strict technical procedures, regulations, and documentation standards.