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# EMORY MCDOLE

**OBJECTIVE** To achieve a position where I can be an effective and engaging employee as a means to accomplish work tasks in a concise and timely manner.

**SKILLS & ABILITIES** Work well in a team environment. I look for areas of need and seek to fill them with a fast-paced drive and eager mindset. I seek to connect with those around me in order that overall work-environment and output can be improved.

- Skilled in Microsoft 365, Microsoft Office, SharePoint, Windows 10/11, Mac OS, IT technical support
- Skilled in HTML, CSS, WordPress, Drupal and graphic/film related software

**LICENSES & CERTIFICATIONS**

- **Active TS/SCI w/ poly Government Clearance**
- **CompTIA A+ CERTIFIED**  
<https://www.credly.com/users/emory-mcdole>
- **Certified Library Support Staff**  
<https://ala-apa.org/lssc/>
- **Private Pilot’s License**  
<https://amsrvs.registry.faa.gov/airmeninquiry/Main.aspx>

**EXPERIENCE** **DEFENSE LANGUAGE INSTITUTE – AISO LIBRARY**

[10/2023 – 05/2025] – Library Technician

- Strong customer service focus.
- Open/close/operate library. Tend to Patron needs. Account openings. Reference requests. Organizing books/materials. Accomplishing projects in library. Managing customer service desk to assist Patrons.
- Oversee/manage Interlibrary Loan department
- Troubleshoot technical problems including computers, MFD printers, Software
- Create and manage websites which perform vital library functions (to include LibApps)
- Collaborate with colleagues to troubleshoot patron needs and project accomplishments
- Manage government purchases for library as GPC cardholder
- Responds to customer service requests
- Assist and supervise library interns with various projects/tasks

- Manage library mail delivery service

### **USAF ACTIVE-DUTY MILITARY**

[02/2017 – 02/2023] – Airborne Cryptographic Language Analyst / Airfield Management Apprentice

- Active TS/SCI clearance with polygraph. Stationed to 5 bases.
- Served in the US Air Force for 6 years, concluding at rank of Staff Sergeant. Comprised of 4 years Intelligence Analyst work with language translation and then 2 years in airfield facility management.
- Study foreign languages to translate intelligence.
- Gather, analyze, and evaluate information from a variety of sources.
- Operate surveillance equipment to intercept communications and document activities.
- Performed data input to modify numerous mission critical documents referenced by leadership at the Squadron, Group, and Wing levels.
- Edited and cataloged pages, documents, and reference material on Squadron SharePoint.
- Provided reference sources on a daily basis for members to perform job duties in accordance with rules and regulations.
- Create documents and assisted teammates with online resources to aid in completion of job duties.
- Used automated systems to enter and retrieve information critical to performance of job duties to complete mission successfully.
- Communicated clearly through course of performing job duties, both orally and in writing while actively listening to others.

### **GLADSTONE GROUNDSKEEPING**

[06/2015 – 04/2016] – Groundskeeper

- This job was a volunteer-based job. Responsibilities Including: Yard maintenance, mowing, trimming, watering, planting, various building projects, various painting projects. Helped lead small teams of people in accomplishing projects including: yard maintenance, patio building, tree trimming, painting projects, building projects.

### **CITIBANK, INC**

[10/2014 – 06/2015] – Account Manager

- Account Manager in a call service center managing client bank accounts within the first-tier, client group, Citi Gold. Serviced client accounts accomplishing client requested tasks involving account openings, transfers, question answering, solution offering, money management, and account management.

**ADDITIONAL WORK HISTORY AVAILABLE UPON REQUEST**

(to include various Web Development roles and Customer Service roles)

**EDUCATION**      **2025 – 2026 – MS IN CYBERSECURITY (in progress)**

Middlebury Institute of International Studies

**2019 - A.A.S. INTELLIGENCE STUDIES AND TECHNOLOGY**

Community College of the Air Force

**2018 – A.A. HEBREW LANGUAGE STUDIES**

Defense Language Institute – Monterey, CA

**2011 – B.A. MEDIA ARTS**

University of South Carolina – Columbia, SC

**2008 – ASSOCIATE OF ARTS**

Midlands Technical College – Columbia, SC

**REFERENCES**      **AVAILABLE UPON REQUEST**