

# Jim Miles

## Attentive IT Technician with Extensive Knowledge in Various Operating Systems

IT technician with 4+ years of experience providing diagnosis, troubleshooting assistance, and resolving complex system errors. Skilled in security, backup, networking, and additional support.



Troy, NY 12180  
(222)-802-2088  
jimiles@gmail.com

## WORK EXPERIENCE

### IT Technician at TexConn Corp.

*Apr 2019 - Present*

- Perform diagnosis and provide maintenance for both Mac and Windows computer systems, such as hardware performance, network connections, and software updates.
- Assisted with malfunctions by troubleshooting quickly and accurately for 50+ clients weekly, resulting in an average client satisfaction rate of 98%.
- Improved performance by 15% after configuring a new systems upgrade, from OS 4.0 to 4.5, for better network connection.

### IT Technician Assistant at Networkz

*Feb 2017 - Mar 2019*

- Installed and updated data storage for up-to-date hardware and software data.
- Assisted with troubleshooting for hardware servers and supported IT technicians to resolve clients’ requests within a reasonable amount of time.
- Replaced damaged hardware for 100+ clients.

## SKILLS

### Hard Skills

- Active Directory
- Vendor Management
- Backup & Recovery
- System Analysis
- System Build
- Firewalls
- Hardware Configuration
- Network Management
- Network Administration
- Network Security

### Soft Skills

- Critical Thinking
- Problem Solving
- Methodical
- Communication
- Adaptable
- Organized
- Integrity
- Multitasking
- Collaborative

## EDUCATION

### B.S. in Information Technology & Web Science

Rensselaer Polytechnic Institute

*2013 - 2017*

## CERTIFICATIONS

- ✓ CompTIA A+ Certified
- ✓ Microsoft Certified IT Professional
- ✓ Cisco Certified Network Associate