Ethan Young

Phone: 747 - 231 - 0707 | **Email:** ethanleeyoung24@gmail.com

Profile

IT technician who is equipped with IT technical and customer service skills. Experienced in working at a fast-paced federal government facility while providing exceptional and personal-touch support to the end-users. Knowledgeable and skilled in troubleshooting several hardware, software, and including mobile devices such as iOS and android OS. Always an active learner and willing to grow and adapt with the industry in order to implement best practices and innovative ways to accomplish any tasks.

Skills

Windows/ MAC/ Linux OS	/ / / / /
Microsoft Office	/ / / / /
Google G-Suite	/ / / /
SCCM/ JAMF	/ / / /
VMWare/ Citrix	/ / /
Network/ TCP/IP	/ / / /
C/ C++/ JAVA	/ / /
Mobile Device (iOS, Android)	/ / / / /

Education

2001 - 2006

University of Maryland
Information systems

References

Hazel Ontal

Business Manager

Phone: 626-484-4033

hontal@jpl.nasa.gov

Work Experience

JAN 2020 - CURRENT   **FREELANCE**

Provided general IT and Network support for local businesses and community

- Park Law firm
- Tip Top Kids
- LA Full Gospel Church
- Chaminade College Preparatory*

MARCH 2009 - NOV. 2019   **LOCKHEED MARTIN IT**

Lockheed Martin provided Jet Propulsion Laboratory (JPL) with desktop services and unified help desk support.

Remote and Field support technician

- Provided operational support to customers including but not limited to diagnosis, break/fix, request fulfillment, and project support.
- Responsible for the installation, configuration and troubleshooting of all end user hardware, software and related peripherals
- Helped to establish policies and procedures for escalation of incidents.
- Resolved incidents and requests within Service-Level agreement (SLA)

Mobile Device Administrator

- Responsible for deployment, installation, configuration, and administration of Mobile Device
- Enrollment and configuration of mobile devices through Mobile Device Management (MDM AirWatch) and DEP.
- Liaison for AT&T, Verizon, Apple, Google and other 3rd party vendor
- Creation and updating mobile device support documentation and procedures

Certifications

- **Microsoft Certified Professional (MCP)**
- **Apple Certified Support Professional (ACSP)**
- **Apple Certified iOS Technician (ACiT)**