

Jaxon LaFaye

(925) 864-3187 • Jaxonla97@gmail.com

PROFESSIONAL SUMMARY

A highly motivated customer service and results focused professional with an open and practical hands-on approach whose strive is to always bring the highest degree of professionalism while excelling at supporting system wide teams. A client focused champion seeking to utilize education, professional experience and skills to support an employer.

EDUCATION

Unitek College- Concord, CA

August 2019-July 2020

**Information Technology Program
Certificate of Completion**

TECHNICAL QUALIFICATIONS

Hardware Setup and Troubleshooting

- Laptops, Desktops, printers, mobile devices, VoIP phones and routers

Operating Systems

- Windows XP, Vista, Windows 7, 8, 10
- Windows Servers

Software

- Microsoft Office (Word, PowerPoint, Excel)
- Virtualization (Hyper-V, VM ware)
- Windows Remote Desktop

ADDITIONAL SKILLS

- Able to communicate effectively
- Ability to adapt and respect diversity
- Ability to demonstrate patience
- Strong problem solving skills
- Ability to work independently
- Ability to adapt to system changes seamlessly
- Excellent professional customer service
- Critical thinking
- Strong team player

WORK EXPERIENCE

Best Buy - Pleasant Hill, Ca

October 2, 2020 - January 4, 2020 (seasonal position)

Sales Associate

- Provide customers with information on functionality of devices, systems and electronic products
- Cashier/Stocking

Diane Adair Daycare - Concord, CA

September 2015 – April 2020

Teachers Assistant

- Provided quality care to school aged children to include timely transportation of children from schools to facility, assist with daily homework, managed homework supplies fund and complied with company standards on caring for children according to age
- Daily maintenance of facility including stocking supplies, answered phones and merchandises as instructed by management