

Jared Whetman

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Summary

- 4+ years of IT and networking experience
- Experience providing IT support over the phone remotely and in person
- Software experience: Windows OS, different flavors of Linux, Cisco IOS, Word, Excel
- Strong understanding of Windows 10 operating system
- Strong understating of how computer networks function DHCP, ports, switching, routing
- Solid understanding and experience with troubleshooting hardware and software problems
- Network Pro certification (Test Out), Linux Pro certification (Test Out)
- Excellent oral and written communication skills

Education

Bachelor of Science, Information Systems

Dec 2020

Southern Utah University, Cedar City, UT

- Member of National Society of Leadership and Success
 - Participated in leadership trainings
- Member of National Society of Collegiate Scholars
- 3.62 GPA

Experience

Network Technician, Southern Utah University, Cedar City, UT

June 2017 – Dec 2020

- Configure Cisco switches and routers to deploy at different locations on campus
- Manage network infrastructure including changing VLANs, trunks, IP addressing and performing various commands on Cisco switches
- Analyze and solve network hardware and software problems
- Install network infrastructure including copper cable and fiber optics

IT Help Desk, Southern Utah University, Cedar City, UT

May 2016 – June 2017

- Solved various computer software and hardware problems staff and students would encounter remotely and in person
- Answered phone calls from staff and students experiencing computer problems
- Imaged computers with Windows 10 for deploying to offices

Customer Service and Cashier, Deseret Book, Cedar City, UT

March 2015 – May 2016

- Listened to instructions
- Tailored to different customers' needs
- Worked in teams and groups