

Jasmine Kennedy

Las Vegas, NV |(702)609-2138| JasmineMKennedy@outlook.com

EDUCATION

University of Nevada, Las Vegas

Computer Engineering

Las Vegas, NV

May 2024

- 3.7 GPA
- Dean's Honor List Spring 2021
- Chair's Rising Scholar Spring 2021

WORK EXPERIENCE

Leslie's Pool Supply

Assistant Manager

3410 Desert Inn Rd, Las Vegas, NV 89121

March 2020- Present

- Cultivating long term relationships with commercial customers through weekly calls with 10-20 commercial accounts. These calls allow us to aid our commercial customers by providing them with the supplies they need in store.
- Educating residential customers through thorough explanations of water tests and basic pool water chemistry. By giving consistent advice for all 5-20 daily water tests we are able to give customers the confidence and knowledge to take care of their pools.
- Resolving commercial and residential customer service requests by giving troubleshooting advice and repairing equipment. 2-3 small items such as pumps and vacuums are brought to the store daily and generally repaired within 48 hours. Larger items like filters or installations are handled by Leslie's Technicians after we set up an appointment.

UNLV IT Help Desk

IT Help Desk Student Tech

4505 S Maryland Pkwy, Las Vegas, NV 89154

July 2021-Present

- Resolves 5-20 client calls daily by providing insight and assistance with UNLV related software.
- Assigns tickets to the appropriate team
- Communicates directly with other technicians to share knowledge in order to provide the best client experience possible. By utilizing slack and the OIT knowledge base most questions can be answered promptly.
- Installs 5-10 software applications per week remotely including Adobe Creative Cloud, SPSS, SAS and Microsoft Office.

LEADERSHIP EXPERIENCE

Nevada National Guard

Multichannel Transmission Operator Maintainer

Las Vegas, NV

2019-Present

- Executed a successful deployment of the SNAP with a team of 8 soldiers during a unit SIGEX by delegating roles and ensuring active participation.
- Led a squad of 20 soldiers in AIT by ensuring all soldiers were accounted for and mission capable.
- Led a platoon of 50 soldiers for 5 weeks of basic training by maintaining accountability and morale of soldiers. I was the mouthpiece of the platoon's Drill Sergeants and guaranteed all tasks were completed accurately and in a timely manner.

SKILLS & INTERESTS

Skills: Proficient in Microsoft Word, Powerpoint, Excel, Google applications and Active Directory. Experience with Cisco Call Manager (CUCM), Ethernet Cable Construction, General IT Troubleshooting, C++. Familiar with Blue Sky Mast, STT, SNAP, SMART-T and CCE.

Interests: Active member of the LIFE Alumni Association, a program that is a multiage, experiential program focused on leadership training, service learning, and personal development.