Kai Jones
Las Vegas, Nevada 89178
702-403-7823
kvjones4@cox.net

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To Whom it may concern

I am applying for the position of IT Support Specialist for your company, as advertised on your website. I am very keen to put my Information technology skills to effectively manage your office's operations. Having broadly researched your company's values and products, I was particularly interested in a career with your company. I am positive that your company would be the perfect place for me to utilize my capabilities and confidence.

As you will note from my enclosed resume, I possess a number of strengths and attributes which uniquely qualifies me for an administrative assistant position:

- Troubleshooting hardware and software over the phone and in person.
- Able to install and support Windows OS including command prompt and provide client support.
- Experience in identifying, using and connecting hardware components and devices.
- Understand networking, operating systems, mobile devices and security.
- Knowledge in troubleshooting device peripherals (input/output and display), PC hardware and software components, network issues, and mobile devices.
- Identifying and protecting against security vulnerabilities for devices and their network connections.
- Familiar in different types of network and connections including TCP/IP, WIFI, and SOHO.

I'm excited about putting my skills to use to contribute to Your company's success. I will call you after a week to follow-up and see if it is appropriate to arrange an interview. In the meantime, I can be reached at (702)403-7823

Thank you for your time and consideration.

Sincerely yours,

Kai Jones

Attached : Resume

Kai Jones

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Objective

- Seeking entry level employment in the Information Technology field where I can use my education and experience to benefit your company.

Summary

- Information Technology professional with 2 years' experience in a school setting learning all the skills needed, providing excellent customer service, problem solving and team reliability. Teachable, trainable and a fast learner.

Core Qualifications

- Google IT Professional Certification - Google – 2021
- Certified Network and PC Pro – 2018 and 2019
- Entry level I.T Customer Support Rep able to answer questions and troubleshooting over the phone.
- Networking, operating systems, switches, routers, hubs, software, hardware, printers, and peripherals.
- Microsoft Office Word, Excel, Outlook, and Power Point
- Reliable, dependable, hardworking and honest

Professional Experience

Information Technology

- Troubleshooting hardware and software over the phone and in person.
- Able to install and support Windows OS including command prompt and provide client support.
- Experience in identifying, using and connecting hardware components and devices.
- Understand networking, operating systems, mobile devices and security.
- Knowledge in troubleshooting device peripherals (input/output and display), PC hardware and software components, network issues, and mobile devices.
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Customer Service / Fulfillment Associate

- Confer with customers by telephone or in person to provide information about products or services.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Cleaned and sanitized the restrooms and the areas assigned.
- Monitored food cases and kept temperatures at the appropriate degrees.
- Inbound and Outbound processing and sorting of FBA shipments. Working in fast environment.
- Scanning, soring, pallet wrapping and staging of the pallets.

Work History

2020 to Present	*Fulfillment Associate*	Amazon	Las Vegas, NV
2018 to 2020	*Front of Store Attendant*	Target	Las Vegas, NV
2016 to 2018	*Courtesy Clerk*	Smiths	Las Vegas, NV

Education

- Liberty High School – Diploma
- Computing and Information Technology – Associates Degree – College of Southern Nevada 2021
- Google IT Professional Certification – Google 2021
- Certified PC Pro – TestOut 2019
- Certified Network Pro – TestOut 2018
- IC3 Digital Literacy – Certiport 2018