

## **Micah Jenkins**

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Gladstone, OR 97027  
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503-676-0348

**Objective:** Help Desk Support Technician

### **Certifications:**

- CompTIA A+ (220-901 / 220-902)
- IC3 GS5
- Lockout/Tagout Control of Hazardous Energy

### **Skills and Qualifications:**

- 90-100 WPM typing speed
- Troubleshooting, maintaining and configuring desktop computers and SOHO Networks
- Installation, troubleshooting and repair of Operating Systems (XP, Win 7, 8, 10)
- Network configuration (DHCP, DNS, TCP/IP)
- Installation, troubleshooting, and repair of 110 block and 66 block patch panels
- Maintaining, installation, and repair of various printers and fax machines.

### **Experience and Training:**

#### **Tongue Point Job Corps Center, Astoria, OR Nov 2017 – May 2019**

Student Trainee, Computer Service Technician

Ron Booton, Vocational Instructor

- Troubleshooting, building and repairing computer components
- Networking systems, TCP/IP
- Experience with Microsoft 365
- Installation and imaging of operating systems and software
- Assisted in maintenance and troubleshooting of campus computers, printers and networks

#### **Tongue Point Job Corps Sys Admin Assistant, Astoria, OR Nov 2018 – Dec 2018**

Jack Walker, Sys Admin

Sys Administrator Intern

- Troubleshooting computer issues
- Worked under an on-site System Admin responsible for maintaining the Tongue Point Job Corps network, domain, and over 200 desktop computers.
- Responded to support tickets, phone calls, emails, and in-person requests for computer repair, troubleshooting, upgrade and replacement of desktops, laptops.
- Cat 5e Network cable installation.

#### **Oregon Point of Sale & Security Systems Oct 2019 - Present**

Andrew Shlick - CEO

**Education:**

Tongue Point Job Corps Center, Astoria, OR  
Tongue Point High School, Astoria, OR

CST Vocation Completion  
Diploma