

# Jacob Groveau

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## EXPERIENCE

### **Alliant Credit Union | Chicago, IL** **Support Desk Analyst**

October 2018 - Present

Create and manage Active Directory accounts and Groups

Support while educating users with a variety of technical issues via  
deskside, phone, email, or messaging client

Image, deploy, maintain, inventory and upgrade various devices;  
Windows Laptops, Macbooks, Android devices, and IOS phones/tablets

Process incoming tickets in a timely manner while documenting steps  
and solutions

### **Republic Services | Crestwood, IL** **Support Desk Coordinator**

August 2015 - July 2018

Support of various (including proprietary), programs, operating  
systems, and Microsoft Office for up to 15,000 users

Garnered strong passion for helping end users to understand the  
software used for their and my own benefit

Physical desktop/laptop replacement, and printer support

Document, track, support and escalate incoming calls and email requests

Manage and prioritize support requests while adhering and enforcing  
documented procedures

### **Aging In The Home Remodelers | Lakewood, CO** **IT Support/Administrative Assistant**

January 2015 - July 2015

Physical desktop/laptop replacement, and printer support

Troubleshooting with users/customers remotely

Data entry and preparation of new and existing customer files for a team  
of 10 sales representatives

## EDUCATION

Red Rocks Community College - Computer Support Technician - 2015

College Of Dupage - Paralegal Studies - 2012

## SKILLS

Strong troubleshooting of  
hardware/software

Strong customer service/support

PC assembly experience

Installation and configuration of  
varying operating systems

Setup and support for Cisco VoIP  
Phone Systems

Strong documentation skills;  
tutorial building and FAQs

Experience in Active Directory

Advanced knowledge of mobile OS  
(iOS and Android)

Extensive MDM experience;  
Airwatch & MobileIron

Enterprise software; Citrix,  
Salesforce, Jabber, Zendesk

Microsoft Office '10-'16, 365

Exceptional interruption work  
management skills

ServiceNow Ticketing System Exp

LAN/WAN Troubleshooting

Ability to work independently with  
minimal direction

Ability to communicate complex  
processes to average users

VMware troubleshooting exp.

SCCM experience imaging and  
deploying software

Application administration

Microsoft Exchange Exp.

## CERTIFICATIONS

HDI Support Center Analyst