

JACOB ARUHO

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KEY STRENGTHS AND SKILLS

- Have excellent oral and written communication skills.
- Great customer service; Detail-oriented
- Microsoft Office 2003/2007; WordPress, Access, Word, Excel, PowerPoint and Outlook
- Working Knowledge of Windows 10, UNIX/Linux, kernel
- HTML/CSS, C#, SQL Server, DNS
- Network Routing, CISCO, HTTP, FTP, SSH, DHCP
- Project Management Software; Microsoft, ProWorkflow

EDUCATION

ASA College New York, NY

02/2016-05/2017

*Associate of Applied Science Degree: **Network Administration and IT Security***

-President's Honor Roll (2016)

-Member Phi Theta Kappa Honor Society

WORK EXPERIENCE

Brooklyn Community Housing Services, NY

Feb 2017- June 2017

Helpdesk Support Intern

- Monitored, Installed/Updated software on all computers and devices
- Troubleshooting computer drives and towers, repaired/replaced hardware
- Assisted Employees and Clients, properly assigned permissions/admin privileges

GT Satellite, Reseda, CA

2007 - 2009

Customer Service/Installer-Associate

- Installed, disconnected, changed or reconnected cable modem equipment, and CATV lines serving customer residences and businesses
- Provided customer assistance, education and information on services, equipment and products.
- Took appropriate action to expedite workflow to consistently meet customer appointments and company commitments

Hawker Pacific, North Hollywood, CA

2005 - 2006

Associate

- Responsible for Jet plane/Aero parts handling
- Assisted in Machine assembly
- Performed all work in a safe manner according to all company protocols