JERRY O. BOAKYE

**206-483-7571 | stonejerry35@gmail.com | Everett, WA**

**TECHNICAL SKILLS**

**Operating Systems:** Windows OS, Mac OSX, Linux OS, Android, iOS

**Programming Languages:** HTML, CSS, Python

**Tools:** RDP, JIRA, Microsoft 365 Office Suite, SSMS, Visual Studio, SharePoint

**EDUCATION**

**Associates of Arts Computer Science** Expected June 2021

Everett Community College, Everett

**BSc Computer Science**  Sep 2011 – Sep 2015

Ternopil National Economic University, Ukraine

**PROFESSIONAL EXPERIENCE**

**IT TECHNICIAN**

DOUBLE D INSTALLATION SERVICES LLC, EVERETT Dec 2016 – Present

* Performed problem determination within the desktop environment and other relevant infrastructure platforms. Escalated issues to appropriate support groups, as required
* Helped with equipment tracking, refresh and upgrades under direction. Recorded and maintained hardware and software inventories, site and licensing, and user access and security as part of equipment tracking
* Performed basic security functions within a Windows-based network, such as: resetting passwords, changing file and directory permissions, enabling or restricting access to network service
* Ability to triage, case, resolve and document issues into an IT Service Management System in a high-pressure environment
* Provided support to all 1st line requests from users for all hardware, software, and associated IT issues
* Contributed to the development and implementation of policies and procedures related to information technology
* Ability to operate office equipment, including computers, copiers, fax machines, and phones

**IT TECHNICIAN**

UNISOFT IT SOLUTIONS, UKRAINE June 2011 – Nov 2015

* Built, deployed, and maintained workstation and built machine environments for employees according to group standards
* Assisted the Director of Network & Infrastructure in maintaining basic network operation and provides backup as necessary
* Created, deleted, and maintained user system accounts and passwords in Active Directory, corporate email system, phone system, and related applications and services
* Troubleshooted system issues within the distribution center, including network, warehouse management and communications
* Properly set resolution expectations and provide continuous status reporting to support population for unresolved problems
* Experience with support of local and networked printers