Jamaal Lowery 601-850-1832 jmllowery@gmail.com

# OBJECTIVE

To take next step in a career using my knowledge of technology and electronics to implement into a working environment.

# Certification

* Microsoft Certified: Microsoft Azure Administrator Associate
* Cisco Certified: Cisco Certified Network Associate(CCNA)

# TECHNICAL SKILLS

* Installation of technology (software, Wi-Fi, hardware, networks, printers, home theatre etc.)
* Network Monitorization
* Server Racking
* ARMIS
* Sensitech
* Voip
* Voss
* Powershell Scripts
* Place quarterly orders for projects while staying within a set budget
* Project Management
* PC Repair and diagnostics
* 10+ years of customer service experience
* 10+ years in desktop operating system
* Wiring and Activating Network Ports
* Mobile Device Ordering and Configuring
* Windows Operating systems knowledge (XP, Vista, Windows 7, Windows 10)
* 5 years in a leadership role in a customer service environment
* 10 years of using ticketing systems (ERON, CDOPS, Service Now, Zendesk)
* Internet troubleshooting (connectivity, server connections, Wi-Fi networking)
* Dual Monitor Installation
* Peripheral Device troubleshooting
* Hard Drive Replacement
* Supervisory Experience
* Cash Handling Experience
* Cash Register Experience
* Excellent Leadership Qualities
* Ability to lead and have people comfortable following
* Active Directory as an administrator
* Office 365 as an Administrator
* IOS/Android Mobile Devices
* Microsoft Exchange Activesync
* Microsoft Office 365 as an admin
* Pc Imaging
* Experience encrypting using Symantec
* Asset Management
* Migration from Windows 7 to Windows 10
* 5+ years of training users from CEO’s of companies down to new hires
* 4+ years of supervisory experience
* Mcafee Encryption Software
* Bomgar
* LogMe in remote access software
* Break/ Fix
* Windows 10 Migration

* Server Migration
* Utilize HP Console Manager to remotely push software
* Create Email Accounts and Assign Proper License
* Printer Setup and Configuration(Xerox, HP, and Lexmark)

**PROFESSIONAL EXPERIENCE**

# Insight Global(Contract)- Sysco Foods Corporate(permenant employee as of April 13th 2020) October 2019 - Current Regional BTSS Lead – Gulf Coast Region (New Orleans,LA, Jackson,Ms, Lafayette,LA)

* Sensitech System install and Monitor
* On-Call 24/7
* Operate within a budget for each individual location
* Work with a variety of vendors on different projects(cabling, cellular phone antenna, server replacements, network refresh)
* Train Users On New Technologies
* Printer Setup and Configuration(Xerox, HP, and Lexmark)
* Utilize HP Console Manager to remotely push software
* Utilize Office 265 as an Administrator(create accounts,assign licenses,create and manage DLs)
* Wiring, activating network ports
* Mobile Device Ordering and Configuring
* Place quarterly orders for projects while staying within a set budget
* Lone IT person for 3 local sites and 3 remote locations
* Pc Refreshes
* Break/Fix
* Move,Add, Change of new workstations
* Order and setup tablets, mobile phones, and Mifis
* Airwatch Management(Laptops,Desktops,Mobile Phones, Ipads, Samsung Tablets)
* Bitlocker Encryption
* Conduct all onboarding of new hires
* Reimaging pcs and laptops for deployment
* Utilize SCCM
* Utilize Asset Vision to deploy and keep inventory of all equipment
* Activate and Configure ports and switches
* Troubleshoot,Setup, and Configure Xerox and HP printers
* Assign users and machines to OUs and groups in AD
* Utilize Bomgar Remote Access Software
* Travel from Site to Site to ensure equipment is up to date and operational

# Strategic Systems(Contract) July 2019 – October 2019 Level 2 PC Support Technician at Toyota Assembly Plant

* Migrating systems from windows 7 to windows10
* 1400+ machines (laptops, desktops, kiosk, small forms, and surface tablets)
* Replace older pcs, setup new pcs,
* Transfer all files from one pc to the other via easy transfer
* Image all machines
* Deploy new machines to the floor along
* Asset Management (receive, deploy, adding assets)
* ServiceNow ticketing system
* Map network drives and printers
* Enable Pcs in AD
* Move pcs from one OU to another in AD
* Main point of contact for IPU issues(In-Place Upgrades)
* Utilize Airwatch for mobile devce setup and app deployment
* Utilize Bitlocker encryption Recovery

# Bar Louie(Contractor) - Dallas, TX Jan 2019 – Apr 2019

* Converted users from office 2013 to Office 365by creating new users on the new domain
* Granted access to and mapped shared drives
* Responsible for onboarding of new employees (setup laptop, setup workstation, phone, monitors, docking station, network printers)
* Responsible for upgrading laptops and desktops from **windows 7 to windows 10**
* Implemented Microsoft Teams and trained users on how to navigate
* Held office 365 conversion training
* Setup OneDrive accounts for individual users
* Troubleshooting for Aloha POS systems
* Setup (install software, swap out hardware) desktops for stores and shipped to the stores
* Utilize logmein and Teamviewer remote desktop software
* Created and add members to distribution lists
* Create new users in Office 365 and add appropriate licenses
* Create new users in AD
* Setup forwarding emails and contact cards from old server to the new server
* Order new equipment for stores through NCR
* Work helpdesk tickets utilizing Zendesk ticketing system
* Utilize Aloha configuration center
* Utilize Aloha Command Center

**Hudson Bay Company Feb 2015 – Nov 2018 Command Center Analyst**

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# • Windows troubleshooting( XP, Windows 7/10)ServiceNow

* Software Installation
* Ctrix

# • PC imaging via USB

* Encrypting pcs using Symantec Encryption Software
* FedEx Shipping
* Asset Management
* Provide the first and 2nd line of tech support for end users
* Open and Resolve help desk tickets using a ticketing system
* Utilize Active Directory as an Administrator(Add new users, Configure access, setup is and passwords)
* Utilize Dameware Remote Access Tool
* Troubleshoot and Repair POS terminals, Thin Clients, Laptops, Desktops, Printers, Scanners
* Mobile Phone troubleshooting and Repair
* Run Software Updates and Implement new systems
* Microsoft Exchange (Setup new users on the domain, troubleshooting, configuration)
* Cisco Anyconnect
* VPN (troubleshooting, configuring, setting up RSA pons and tokens)
* Gmail Support (setup new users, troubleshooting)
* Printer Support (Ricoh, HP, Lexmark)
* Documenting using a ticketing system (S.M.A.R.T and ServiceNow)
* Pc and Laptop Imaging
* Encrypting Using Symantec
* Asset Manageent

# Comcast Apr 2012 – Feb 2015 Supervisor

* Supervised a team of 18 Agents
* Provided Coaching Sessions to give helpful tips and reviews to work towards metrics goals

# Subject Matter Expert

* Provided Floor Support for entire call center (467 agents)
* Resolved systems error (Amdocs, Ascr)
* Set up new computer systems
* Switched out Voip Systems
* Training of new hires into the company
* Developed training materials
* Customer Account Executive
* Customer Account Support
* Selling of company products
* Troubleshooting
* Walking through setting up new equipment, assisting with setting up new internet service
* Internet Connectivity Issues (Networking, Ethernet, Wifi)
* Worked with Windows 7, Vista, and XP
* Use ticketing systems (CDOPS, ERONE)

# SmartSource Jan 2013 – March 2013

* Install POS systems
* Set Up Printers
* Install Laptop Hard drive

# University of Mississippi Medical Center March 2012 – June 2012 ER Supply Technician

* Worked alongside doctors and nurses in ER to provide necessary supplies for all rooms in the emergency department
* Responsible for upkeep of all medical supplies in emergency department, and children’s emergency department

# JCPenney August 2010 – April 2012

* Customer Service Associate
* Answer all calls into the store
* Deliver online orders and place them
* Assist with store IT problems (Pos Systems, Fax Machines, Switching out price scanners)

# Internship (Spring 2011 – Fall 2011) Jackson State University

* IT repairs and diagnostics across the entire campus
* Installed Software and Hardware
* Network Installation and diagnostics
* Pc Set-up and repairs
* Internet Troubleshooting

# EDUCATION

• Jackson State University (**August 2006 - December 2011)**

Bachelor’s degree (Industrial Technology/ Computer Technology)