**Kai Jones**

Las Vegas, Nevada 89178

702-403-7823

kvjones0243@gmail.com

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To Whom it may concern

I am applying for the position of IT Support Specialist for your company, as advertised on your website. I am very keen to put my Information technology skills to effectively manage your office’s operations. Having broadly researched your company’s values and products, I was particularly interested in a career with your company. I am positive that your company would be the perfect place for me to utilize my capabilities and confidence.

As you will note from my enclosed resume, I possess several strengths and attributes which uniquely qualifies me for an IT Technician/Help Desk position:

* Troubleshooting hardware and software over the phone and in person.
* Install and support Windows OS including command prompt and provide client support.
* Experience in identifying, using, and connecting hardware components and devices.
* Understand networking, operating systems, mobile devices, and security.
* Knowledge in troubleshooting device peripherals (input/output and display), PC hardware and software components, network issues, and mobile devices.
* Identifying and protecting against security vulnerabilities for devices and their network connections.
* Familiar in different types of network and connections including TCP/IP, WIFI, and SOHO.
* Maintained laser Printers for 2-years

I’m excited about putting my skills to use to contribute to Your company’s success. I will call you after a week to follow-up and see if it is appropriate to arrange an interview. In the meantime, I can be reached at (702)403-7823

Thank you for your time and consideration.

Sincerely yours,

Kai Jones

Attached: Resume

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| **Kai Jones**  Las Vegas, NV  702-403-7823  kvjones0243@gmail.com | | | |
|  | **Objective** | | |
| * Seeking entry level employment in the Information Technology field where I can use my education and experience to benefit your company.  |  |  | | --- | --- | |  | **Summary** |  * I am a highly motivated and hard-working individual pursuing a professional career in the IT industry. I can set and achieve short and long-term goals as demonstrated /I am seeking a long-term position with an organization that promotes personal development and opportunities for professional growth. * I enjoy assembling custom computer systems. I am highly proficient in troubleshooting desktops, laptops, and server hardware as well as the installation, operation, and maintenance of operating systems and applications. I have designed and implemented both wired and wireless Ethernet networks. I am confident I can be very successful in the IT department.  **Core Qualifications**  * Performed upgrades and the replacement of outdated or failed computer hardware * Provided Remote support to college student on College of Southern Nevada and Outside of Campus for 2 years * Installed servers performing all functions necessary to make them operational including racking, wiring, and installation of a server operating system like Windows Server and Linux Headless Server * Installed and Deployed Virtual machines on Hyper-V and Configured Windows and Linux and Mac Active Directories. * Deployed Multiple Computers on College Campus with Norton Ghost containing Microsoft office and Windows 10. * Was able to Solve 20 + Tickets on college campuses for Volunteering. * Installed 75+ Workstations in each classroom on college campus. * Set up Network Security and VPN Networks and configured Firewalls to connect brick-and-mortar and remote Employees * Set up automation for software updates to be able to slash downtime for better user experience * Proficient in MS Office, Windows 10 and Macintosh for 4 years, Network configuration, Active Directory, Use of Hardware tools, Configuring printers, Adobe, Software configurations, Setting up Virtual Machines, Sign Language and Communication, and Tactical Strategies. | | |
|  | | **Professional Experience** | |
| **Information Technology**  * Familiar in different types of network and connections including TCP/IP, WIFI, and SOHO. * In depth technical knowledge of Microsoft Windows XP, Vista, 7, 8, 10, Windows Server 2016,2019, as well experience with Mac OSX, Virtual Machines and Ubuntu. * Experience with various software with Norton Ghost, Norton Security, Virtual Box, and some experience with Python. * Account Creation in server 2016/2019. * Password Reset on active directory. * Mailbox creation on Exchange 365 for new accounts. * Creating distribution groups on Exchange 365. * Creating Contact groups on Exchange 365. * Creating Calendars on Exchange 365. * MDM Phone Permissions. Adding and removing Mobile device and wiping devices on mail exchange 365. * Changing memory, changing hard drives, and replacing hardware on Desktops and Laptops. * Creating, Assigning, and closing tickets in Jira System. * Support Remotely by using applications Such as TeamViewer. * Troubleshoot Microsoft Office 2010, 2013, 2016. * Deploy preconfigured operating systems through Norton Ghost. * Troubleshooted Xerox, HP professional Printers and Configured Shares  **Customer Service / Fulfillment Associate**  * Confer with customers by telephone or in person to provide information about products or services. * Check to ensure that appropriate changes were made to resolve customers' problems. * Inbound and Outbound processing and sorting of FBA shipments. Working in fast environment. * Scanning, soring, pallet wrapping and staging of the pallets. | | | |
|  | | **Work History** | |
| 2020 to 2021 ***Fulfillment Associate*** Amazon Las Vegas, NV  2018 to 2020 ***Front of Store Attendant*** Target Las Vegas, NV  2016 to 2018 ***Courtesy Clerk*** Smiths Las Vegas, NV | | | |
|  | | **Education** | |
| * Liberty High School – Advanced Diploma * Computing and Information Technology – Associates Degree – College of Southern Nevada 2021 * Google IT Professional Certification – Google 2021 * Certified PC Pro – TestOut 2019 * Certified Network Pro – TestOut 2018 * IC3 Digital Literacy – Certiport 2018 | | | |