**Jourdyn Tollum**

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# Objective: Obtain a position where I can utilize my education, certifications and experience to contribute to the company’s operations, as well as focus on learning opportunities and advanced training development.

# Education

## Everett Community College | Everett, WA | 2017-2018

Associate in Technical Arts Degree, Information Technology (2018)

# Key Skills

* Thorough knowledge of systems administration requirements and techniques
* Proficient in computer hardware usage, including scanners and printers
* Software license management
* Skilled to identify technical defects and provide prompt and effective solutions
* Proven attention to detail and analysis of data
* Ability to stay abreast with the latest developments in technology management
* Windows and Linux Systems Administration
* Cloud Computing
* Skilled at initial process documentation and revision of established processes
* Data entry, 10-key, and strong knowledge of Word, Excel, other Office Suite, and Mac products

**Certifications**

**MTA: NETWORKING FUNDAMENTALS - cERTIFIED 2018**

**MTA: Windows Server Administration Fundamentals - Certified 2017**

**MTA: Security Fundamentals - Certified 2017**

# Experience

## Product Sample Coordinator, product development | funko HQ | july 2019-July 2020

## Worked collaboratively with multiple departments, including Licensing, Accounting, and Royalties, to create and streamline the item creation process. Responsible for sample product data documentation of all incoming and outgoing items, utilizing Excel. Maintained accurate tracking documents to ensure all delivered and returned samples were checked-in and accounted for. Facilitated communication to all factories and internal teams for internal review and outgoing shipments. Collected and prepared sales samples and marketing materials, utilizing Nav, for key trade shows, conferences, and charity events. Performed general administrative tasks to support the Product Development and Marketing teams as needed. Stretch assignments included: process improvement for item creation, as well as creating the baseline for item creation within the company. Updated and removed old sales orders within Nav, to organize the Samples department.

## data entry coordinator, product development | funko HQ | december 2018-july 2019

Utilizing Excel and The Shire, coordinate multi-department product item number management, including initial format, conformity, revision, and security. Work independently, as well as in collaborative group settings, with different teams on several projects, to ensure the accuracy of data within the database. Organized and time-efficient. Assist in other departments, as needed, including the use of the Microsoft Dynamics Nav system.

## IT Field Technician intern | Teksystems for dell at Boeing | August 2018–October 2018

Provided support for desktop computer, operating systems and hardware peripherals. Proactively resolve customer issues, across departments, utilized the HP Service Manager to create, track and resolve tickets. Performed Windows 10 migrations and compatibility checks. Delivered just-in-time support across Boeing facility, to minimize data-loss, meet deadlines and support the needs of the users.

## Instructional IT Computer Lab Technician | Everett Community College | July 2017–JULY 2018

First contact person for students and faculty seeking technical help with computer-related issues, within the networking computer lab. Assisted with log-on issues, performed basic computer troubleshooting, diagnosing and resolution of workstation hardware and software issues. Performing domain administrative duties, created user accounts and group policies, including resetting and performing updates within the school's domain.