**John Keefer Jr**12114 119th St E

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**OBJECTIVE**

Seeking a Full-Time job

**SUMMARY OF QUALIFICATIONS**

Extremely adept at analyzing and resolving problems with the ability to develop and implement effective action plans and policies. Consistently displays a professional attitude with pride in personal performance. Can quickly learn any action and perform tasks as needed.

**SKILLS**

* Time management
* Strong communication skills
* Problem solving
* Customer Service Skills
* Fast Typing
* Adaptability and ability to work under pressure
* Computer Networking
* Service Desk Ticketing
* Windows Server Administration and Active Directory
* Intermediate Microsoft Office Skills
* Computer repair and Software management
* Structured Query Language and Analytics with Python

**CERTIFICATIONS**

* CompTIA A+

**EDUCATION**

**Master of Science Data Analytics**Western Governors University, December 2020 - Current

**Course Highlights:** Data Acquisition, Data cleaning, Exploratory Data Analysis, Predictive Modeling, Data mining, Representation and Reporting

**Bachelors of Science Information Technology**Western Governors University, August 2014 - March 2016

**Course Highlights:** IT Foundations, IT Applications, Networks, Network Fundamentals, Database Fundamentals, Security Fundamentals, Web Development Fundamentals, Window OS Fundamentals, Window Server Administration, IT Fundamentals, Project management

**Associates of Computer Networking & Information Systems Security**Clover Park Technical College, March 2012 - June 2014  
Lakewood, Washington

**Honors:** Vice Presidents List multiple quarters  
**Course Highlights:** IT essentials, Networking Fundamentals, System security, Desktop support, SQL Server administration, Linux, Virtualization, Server Administration, Contingency Planning, Computer Forensics, Web Security, Mail Server administration, Active directory Configuration

**WORK EXPERIENCE**

**English Program in Korea (EPIK) August 2018 - August 2020**

* Taught English to elementary students (third to sixth grade) at 5 rural elementary schools
* Developed individualized lessons according to each students’ interests, strengths and needs
* Differentiated instruction according to a students’ ability and skill level
* Facilitated online instruction during the Covid-19 pandemic

**Continuant March 2016 - August 2018**

* Cisco Tier 1 Engineer managing PBX and voice mail setup and troubleshooting for 100 plus clients (e.g., Johnson & Johnson, T-Mobile, Fred Meyer)
* Managed ticket in the salesforce ticketing system from initiation of trouble tickets to completion per the established service level agreement with customers
* Experience managing Avaya, Nortel, Siemens, and Cisco Systems
* Performed customer service and remote desktop hardware and software support
* Requisitioned replacement hardware for discrepant parts

**Clover Park Technical College Helpdesk Internship November 2013- June 2014**

* Worked with Helpdesk System and provided Customer Support for faculty and students
* Installed software and performed computer trouble shooting and repairs for faculty
* Setup and maintained computer images for various hardware platforms

**Airman First Class, November 2010- July 2011**

United States Air force

* Honorably Discharged due to arm injury
* Completed Basic Training (9 weeks)
* Participated in Security Forces Training
* Promoted to Airman First Class ahead of peers
* Learned teamwork and leadership capabilities