**SEBASTIAN (KYLE) JACKSON**

Seattle, Washington

(720) 934-0464

Kyle.L.Jackson@gmail.com

**CERTIFICATIONS**

A+, CCNA, CCNP, Linux Administrator, NREMT-P (inactive)

**SKILLS**

Active Directory, ASK9k, Azure, Cisco, Clarify, High Sierra, Intune, Jamf, Juniper, Linux, MacOS, Mojave, Polycom, puTTy, SCCM, ServiceDesk, ServiceNow, Sierra, TransACT, Windows, Zendesk

Fluent in English and German

**EMPLOYMENT**

**Account Recovery Specialist** [August 2019 – Current]

*Apex Systems*

Recover accounts for German-speaking clients, develop procedures for account verification, provide cross-coverage with other teams to increase efficiency

**Comprehensive Technical Support** [February 2007 – July 2019]

*Self-Employed*

Owned and managed contracts to companies and individuals for PC refresh, custom computer builds, data backup and recovery, printer/network support, customer relations, advertising, and consulting

**Commercial User Support Vendor** [June 2019 – August 2019]

*Seattle Genetics*

Managed users and maintained equipment via remote access, responded as first and second level support, created and implemented troubleshooting documentation and ticket routing

**Unisys Support Vendor** [July 2018 – June 2019]

*Microsoft*

On-site technical support for Mac OS, MS-related configurations, and Surface devices, responsible for A/V and network infrastructure, developed facility-wide IT communication and notifications

**Ethernet IP Technical Specialist Contract** [May 2017 – January 2018]

*Level 3 Communications (CenturyLink)*

Organized within IP NOC for data link support, facilitated inter-departmental communication to address during outages, utilized puTTY for remote access

**PC Refresh Technician Contract** [April 2017 – May 2017]

*Level 3 Communications (CenturyLink)*

Exchanged user data and configured software for a time-sensitive PC refresh

**Video/Conferencing Support Contract** [January 2016 – March 2017]

*BT Conferencing*

Provided support for Polycom, Cisco, and local web camera interfaces

**Service Delivery Specialist Contract** [January 2016 – March 2017]

*Schlumberger*

Verified operational accuracy and corrected errors within TransACT system, updated distributions, maintained policies and procedures in GRTI-CMS, processed requests via Remedy

**L2 Application Support** [May 2010 – November 2011]

*PARtech Inc*.

Assisted in developing a proprietary program, facilitated communication between deployed engineers and sites, monitored system operations, installed and updated software, triaged ticket requests

**VOLUNTEER/LEADERSHIP**

**Volunteer Coordinator** [2018 – Current]

*Denver Pop Culture Con*

Planned logistics and volunteer assignments

**Volunteer** [2018]

*Seattle Men’s Shelter*

Meal preparation, shelter operations, basic medical assistance

**Team Captain** [2016 – 2017]

*Denver Pop Culture Con*

Guided vendors, celebrities, and press, acted as liaison, mentored new volunteers

**EDUCATION**

**GED** [November 2005]

*Plateau Valley High School/Collbran Job Corps*

**REFERENCES**

Available on request