Jacob Max Gross

1625 Aspenwall Rd

Westlake Village, Ca 91361

Cell: (818)-625-4906

Email: [jakemaxgross@outlook.com](mailto:jakemaxgross@outlook.com)

Objective: I am seeking a position in which I can apply my unique skills, talents, and experiences. My skill set includes various business-related, Customer Service, Product Management, and I.T. Skills.

Education:

* Cisco CompTIA Certified
* Cisco I.T. Essentials A+ training - IT Support Technician, Conejo Valley Adult School 2017
* Bachelor of Arts Business, American Jewish University, 2015
* Westlake High School, Graduate 2011

Work History:

Harbor Freight Tools, 3491 Mission Oaks Blvd, Camarillo, CA 93010

* I.T. Network Support Technician, November 2019-Feburary 2020
* Duties: Imaged and configured multiple different types of profiles for rollout of new corporate user workstations.

Harbor Freight Tools, 3491 Mission Oaks Blvd, Camarillo, CA 93010

* I.T. Network Support Technician, September 2019-October 2019
* Duties: Imaged and configured, desktop workstations for a nation-wide rollout to 1000+ Harbor Freight retail locations.

Harbor Freight Tools, 26541 Agoura Rd, Calabasas, CA 91302

* I.T. Support Technician, July 2019-September 2019
* Duties: Provided I.T. support internally to 1000+ retail locations over the phone and online, across the United States. Aided users experiencing problems with their computers, software, and hardware used with in the retail stores.

Macy’s, Thousand Oaks, 590 W. Hillcrest Drive, Thousand Oaks, CA 91360

* Seasonal Sales Associate, November 2016 - January 2017
* Duties: Collection of merchandise from shelves and dressing rooms. Re-shelving items in correct places as to give customers an enjoyable shopping experience. Provided costumer service promptly and efficiently including; assisting customers, answering questions about the store’s products, location and pricing.

Ostrow Library, American Jewish University, 15600 Mulholland Dr, Los Angeles, CA 90077

* Library Clerk, September 2012- June 2014
* Duties: Re-organization and cataloging of book collection after library renovations. Handled front desk duties which included providing varying services to customers; from helping them find research materials, to checking in and out different forms of media, including books, research material, archived news articles, DVDs and CDs.

Space Maintainers Laboratory (SML), 9129 Lurline Ave, Chatsworth, CA 91311

* Warehouse Employee, June 2008- September 2011
* Duties: Inventory control, order fulfillment and shipping processes across the globe. The use of Microsoft Great Plains financial and inventory control software. And perform miscellaneous computer related tasks when required.

Internships:

Cloud Network Systems, 2018 September -June 2019

* Acquired skills in Windows Vista, 7, 8.1, 10; Windows Server 2016; VOIP phone systems; VMware; Help Desk Experience: 2 years.

Volunteer Work:

Reagan Presidential Library, 40 Presidential Dr, Simi Valley, California

* Docent, March 2016-ongoing
* Duties: Providing tours to guests as to enhance their experience at the Museum by interacting with them on a personal level. In addition, I share my vast personal knowledge of the museum and its full history to guests in an easy to understand format.

Skills:

Technology

* Proficient in Microsoft Office Suite Including: Word, Excel, Power Point, and Outlook
* Skilled in the setup and upkeep of Computer Hardware
* Knowledge of how-to setup and trouble shoot; OS’s; including Windows 7-10, OS X, and Linux
* Can help replace or service machines including PC’s, Servers, Internet Technologies, and Computer peripherals; in use in an office environment.
* Firm understanding of the use of use of computer peripherals from USB standard attachments all the way too advanced peripherals devices such as monitors printers or projectors.
* Knowledgeable in how to set up of internet networks whether they be wired or wireless.
* Can help create and setup internet networks to keep them secure, fast, and reliable.

Work Relations

* Able to form cooperative work relationships allowing for easy collaboration on various tasks and projects.
* Adaptability to take orders from superiors and to supervise others as a superior.

Marketing

* Knowledge of how to use photo editing and illustration programs; such as Adobe Photoshop and Illustrator; which are used in the creation of marketing material.

References

* Available upon request