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# summary

Top performing, collaborative MS certified IT technician who delivers superior in person and remote desktop support. Configures LANs and WANs; installs firewalls and security software; runs backups; creates PC images; assembles workstations; troubleshoots printers, tablets, smartphones, and applications; and educates users. Documents, researches, and resolves VPN connectivity, Windows, MS Office, Active Directory, and Exchange issues; and remediates outages, malware, viruses, and ransomware. Hires, schedules, and appraises 12 staff; and oversees vendors and a $100K budget.

###### certification, training & technical skills

* ***Certification:***
  + Microsoft MOS (Microsoft Office Specialist), Word, Excel, PowerPoint, Access, Outlook, 2000, 2002.
  + Microsoft MCP (Microsoft Certified Professional), Windows NT 4.0 Workstation, 2001.
  + Electro-Mechanical Drafting and CAD, Phoenix Institute of Technology, Phoenix, Arizona, 1992.
* ***Training:*** Mind Leaders, Hewlett-Packard, 2002.
* ***Technical Skills:***
* Microsoft Technologies: Windows 3.1-10; Windows Server, Active Directory, Exchange Server; MS Office 97-2017, Office 365.
* Google Suite: Gmail, Calendar, Drive, Docs, Sheets, Meet.
* Remote Access: LogMeIn, MS Remote Desktop Protocol, VPN.
* Browsers: Chrome, Internet Explorer, Edge, Firefox.
* Hardware: AMD & Intel 10th generation; PC workstation assembly; laptop, printer, plotter, motherboard, internal storage devices, GPU, and NIC card.
* Network Storage / Cloud: Dropbox, IDrive, MS OneDrive, NAS, Personal Cloud Storage Devices.
* ERP: SAP R/3.
* Drafting & CAD: SpatialNET, AutoCAD 9-2017, SolidWorks 1998/1999, Lode Data Design Assistant 10.0.

# experience

**JS Consulting, Fairfield, CA**

*Owner* 2020 to Present

* Installs, configures, and maintains workstations, laptops, and peripherals, delivering exceptional desktop support and education to end users. Configures and troubleshoots Gmail.
* Troubleshoots printers, scanners, and tablets; VOIP connectivity; and smartphones, hard drives, storage devices, GPU, and motherboards; and installs NIC cards, firewalls, and security software.
* Diagnoses and repairs systems impacted by viruses and/or malware.
* Researches and advises clients in making software and hardware purchases. Taught two clients how to perform end-to-end workstation assembly.

**Cablecom, Fairfield, CA**

*Project Engineering Supervisor* 2010 to 2020

* Produced and updated CATV design drawings employing Autocad, SpatialNet, and Design Assistant software for coaxial cable and fiber infrastructures.
* Leveraged Google Drive as a documentation and collaboration tool and repository for new hire checklists, forms, and instructions.
* Oversaw and scheduled 12 staff as the night shift supervisor. Reviewed résumés, conducted in person interviews, helped select new hires, communicated with HR, and completed annual performance appraisals.
* Executed daily quality control design checks of staff drawings.
* Installed new versions of Autocad and SpatialNet, set up and maintained 13 office computers, configured and troubleshot Gmail, and replaced hardware.

**Longs/CVS, Roseville, CA**

*Photo Clerk* 2007 to 2010

* Furnished top caliber customer support to the Photo, Stockroom, and Cashier departments. Took orders in the Photo department, upselling whenever appropriate, and rang up purchases.
* Maintained and troubleshot the Kodak photo kiosk, fielding customer questions.
* Processed film digitally and by the roll, opened and transferred digital files, and printed photos from customer devices utilizing Kodak Imaging software.
* Examined prints for defects; and enlarged, refocused, or retouched photographs to make an image clearer.

**PSC Security, Roseville, CA**

*Lead Security Guard* 2005 to 2007

* Provided security guard services using CCTV and foot patrol. Inspected buildings and access points; and armed, monitored, and troubleshot surveillance equipment. Selected, contacted, and managed vendors.
* Trained new hires and made work assignments for six night shift employees.
* Reported observations, information, occurrences, and surveillance activities. Enforced laws; interviewed suspects, witnesses, and victims; prepared and filed reports; and collaborated with law enforcement.
* Issued citations for parking violations and directed traffic during the holiday season.

**Hewlett-Packard (Volt Technical Services), Roseville, CA**

*Team Lead* / *IT Support Center Call Agent* 2000 to 2004

* Supervising three staff, managed IT support and troubleshooting calls from internal Hewlett-Packard and Compaq employees worldwide as the first line of support. Updated the day shift concerning outages, viruses, and malware.
* Following call center scripts: administered the network; and researched and rapidly resolved issues related to outages, VPN remote connectivity, the Windows environment, MS Office, Active Directory, Exchange, viruses, and malware.
* Leveraged a ticketing system to track and respond to service requests, documenting solutions. Effectively shared technical information with end users.
* Maintained servers and user accounts, ran backup routines, reset passwords, and generated nightly reports.

**Tuthill Pump Company, Concord, CA**

*IT Administrator & CAD Draftsman* 1993 to 2000

* Delivered superior IT desktop software (e.g., DOS, Windows 95, 98, ME; MS Office) and hardware suport to more than 60 PC users.
* Set up and maintained the local company server, performing nightly backups. Established bar coding for work orders, employee badges, and building access.
* Prepared or upgraded engineering drawings for manufacturing using AutoCAD.
* Administered a $100K hardware and software budget to upgrade the shop floor by installing PCs and a SAP R/3 inventory system to communicate with other pump divisions worldwide.
* Tasked by the parent company to create documentation from scratch to receive ISO 9000, earning the certification six months before other divisions.
* Completed a monthly computer and hardware audit and weekly ISO 9000 audit to ensure employee practices matched new documentation.