**Jacob Earl**

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Recent Clover Park Tech graduate offering a strong academic background in IT combined with excellent research skills and prior military experience

* Consistently recognized for academic skills used within the Networking Program overcoming challenging technical issues.

Quickly learn and master new technology; Work well unsupervised or within a team; and proficient in a range of computer systems, languages, tools and testing

*- Core Competencies -*

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| --- | --- |
| * Windows Server Administration * Oral and Written Communications * Windows Desktop Support | * Virtualization * Positive Teamwork and Collaboration * Microsoft Office Suite |

**Education**

Clover Park Tech, Lakewood, WA   
AAT in Computer Networking  GPA: 3.97/4.0

**Phi Theta Kappa** Honor Society

**Certifications**

|  |  |
| --- | --- |
|  | ICND 1, ICND 2, A+, Testout Certified PC Pro, Computer Support Technician, Computer Help Desk Tech, Microsoft MTA Security Fundamental, Microsoft MTA Windows Operating Systems Fundamentals,  Microsoft MTA Windows Server Administration Fundamentals, Computer Networking and Information Systems Security Professional, Server Administrator |

**Military Experience**

**US Navy**, Norfolk, VA

Hospital Corpsman Third Class, 2005-2013

**IT Service Desk Analyst** 02/20/2020-12/01/2020

**Insight Global – Tacoma, Wa (Starbucks Enterprise Help Desk)**

* Responded to routine hardware/software Issues and Point of Sale Support, including field LAN/WAN (local area network/wide area network) offices and roasting plants globally.
* Assisted in identifying trends in continuing hardware, software or systems problems.
* Using Service Now, I documented user problems, resolved tickets, and tracked new solutions for future reference using EHD tools and resources.
* Performed first-level core troubleshooting on hardware/software systems problems; answering questions, providing technical solutions
* Following up to assist users in solving their information systems problems in a continuous user-supported environment.

**Windows 10 support team, working for TrueBlue**

* Providing support upgrading from win7 to win 10.
* Service now ticketing system,Problem solving, App install, Network share, Branch office network connection
* Domain issues, SCCM, RDP, Remote control viewer, Remotely anywhere, Mapping drives/printers, MICR check printer, VPN troubleshooting, Cisco anyconnect, Global Protect
* Active Directory, O365, Excel, Adobe, Onedrive, Okta, Oracle, Meraki, Jabber, Teams, Skype, Prism, Software center, Regedit, Command Prompt

**Assoc IS Support Tech** *11/25/2019-02/20/2020*

**Providence Health Services- Renton, Wa**

* Service Desk support to over 130,000 caregivers in the Providence and St. Joseph Health system
* 30+ tickets a day, Active Directory, Remote Administrative Tool, Password resets
* Basic computer troubleshooting, Office 365, Citrix receiver, VPN troubleshooting, Identity and Access Management, Network Drive Access

**Sysadmin Intern** 10/14/2019-10/29/2019

**Clover park Technical College**

* Workstudy researching backup server for remote access

**IT Intern** 9/03/2019-10/09/2019

**Clover Park Technical College**

* Spiceworks ticketing system, Placement and setup of 30+ computers per classroom
* Active Directory, Deepfreeze, Igloo data, reimaging, cable management
* Admin credentials and application implementation, Adobe cloud setup, domain join and connectivity issues

**Help Desk Technician** 7/02/2019-08/29/2019

**Clover Park Technical College**

* OS ticketing system, Intake and troubleshooting of student computers and peripherals
* Developed and implemented logical topology using Visio and Lucidchart
* Used Parted magic, sysprep for reimaging

**Instructor Aid** 02/02/2019-03/20/2019

**Clover Park Technical College**

* Active Directory, Windows admin classroom support
* Worked with WDS to create an image for deployment Program management, Virus updating and scanning

**Technical Skills Acquired at Clover Park Technical College**

**Windows Server Administration**

* ***Installed, configured and maintained Windows Server 2012 R2***
* ***Created and managed Active Directory Domains including creating OU’s and users, adding roles, and deploying group policies.***
* ***Configured Dynamic Host Configuration Protocol (DHCP) scopes and exclusions***
* ***Deployed Remote Server Administration Tools (RSAT) to allow networked clients access to the Internet***
* ***Configured Dynamic Naming System (DNS) to resolve IP to host names***
* ***Created file shares and managed access to resources through NTFS permissions***
* ***Implemented group policies to secure the network and provide service to users***
* ***Configured server backups and restores***
* ***Created failover clusters using multiple servers***

**Windows Desktop Support**

* ***Maintained consistency of naming schemes and standards with multiple workstations and users***
* ***Configured Windows hardware and applications***
* ***Verified network connectivity on Windows platforms***
* ***Utilized file encryption using NTFS permissions for file access***
* ***Customized a Windows 10 image, then prepared the image for capture using sysyprep***
* ***Deployed custom images to new Virtual Machines using Windows deployment Services and the boot.wim and custom.wim***
* ***Built customized Windows deployment image***

**Virtulization**

* ***Managed virtual machines using Hyper-V, Virtual box, VMware, VM workstation and Xen Server***
* ***Created virtual machines meeting a variety of hardware specifications including amount of RAM, number of Processors, and virtual switches***
* ***Interconnect virtual machines to create virtual networks***

**Hardware Support**

* ***Learned basic computer hardware and how to troubleshoot and support components of a system***
* ***Disassembled and reassembled desktop and laptop systems***
* ***Tested various components and peripherals for errors and replaced them as necessary; such as memory, power supplies, and video cards***

**Security**

* ***Used Kali Linux to conduct Penetration testing on lab networks and systems***
* ***Studied and composed drafts of acceptable use policies and contingency plans***
* ***Built modern public/private cryptography key server and generated and exported keys***
* ***Provided end- to- end security for clients and servers by configuring firewall rules***
* ***Patched system vulnerabilities through system updates and configuring firewall rules***

**Forensics**

* ***Utilized OSForensics, Autopsy, and FTK Imager to capture and search drive images for data related to forensic investigation.***
* ***Compared image files with forensic hashing and verification including SHA-1 and MD5***
* ***Documented proper chain of custody through forms and policies and observed proper evidence handling procedures.***
* ***Completed data and file recovery methods and procedures to export deleted files***

**Linux**

* ***Administered Debian, Ubuntu, Fedora server and Desktop OS***
* ***Deployed small enterprise network and interconnected with other networks***
* ***Established and implemented naming conventions and IP addressing schemes***
* ***Configured and managed a variety of servers, including email, Voice over Internet Protocol (VOIP), NAS4Free, Web, and Secure File Transfer Protocol (SFTP)***
* ***Managed systems through both graphical interfaces and command line***
* ***Familiar with the use tools available with “Kali” Linux including NMAP and Metasploit***
* ***Maintained Daily log of work completed, and methods used or configurations***
* ***Instructed Linux Professional Institute “Linux Essentials” using Cisco Net academy /NDG***