**James Jackson**

P.O. Box 34104 (858) 663-6443

Las Vegas, NV 89133 inbound1tj@aol.com

**Professional Summary**

Navy Veteran and experienced PC Technician with a passion and aptitude for Information Technology. Strengths include an in depth understanding of Computer Hardware and Software, Cloud Computing, and Virtualization. CompTIA A+ certified. Currently, working toward CompTIA Security+, and CompTIA Network+ certification. Known for excellent customer service and problem-solving skills. Self-motivated with a strong desire to learn and contribute to the overall success of a company. Technical Skills include:

* **Hardware:** PC desktops and laptops, servers, printers, scanners, motherboards, CPUs, power supplies, monitors, network adapters, hard drives, optical drives (CD-ROM, DVD), wireless cards, RAM, iPhone jailbreaking, iPod modifications, Dell desktops and laptops, Toshiba desktops and laptops, Sony laptops, Custom PC builds.
* **Software:** Microsoft Office 2016, VMware, Lotus Notes, Acronis True Image, Symantec Ghost, Microsoft Virtual PC 2007, SAP, Malwarebytes Anti-Malware, Avast, AVG, Microsoft Security Essentials, Super Anti-Spyware, Adobe, Windows Server Backup, Spybot Search and Destroy, Microsoft Diagnostics and Recovery Toolset.
* **Networking:** Active Directory Domain Services, Group Policy, Windows Server Update Services, DHCP, Windows Deployment Services, DNS, Terminal Services, Files Services.
* **Operating Systems:** DOS, Linux, Windows 9.X Windows Server 2012 / 2016 R2, Windows XP, Windows 7, 8, 10 and iOS.

**Education**

Asher College, Las Vegas, NV

**Associate of Applied Science in Information Technology**, March 2021

CompTIA A+ Certified

San Diego Miramar College, CA

**Associate of Applied Arts in General Education**, June 2004

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**Experience**

**Asher College,** Las Vegas, NV 08/2019 – 3/2021

**PC Technician**

Personal Computer Technician for community pro-bono project to repair computers. Provide IT and computer repair service, including analyze fault codes, replace bad or broken parts, update operating systems, scan virus ware, and recommend solutions to customers for repairing unit. Maintain a very high percent of repair completions.

**Veterans Hospital,** Las Vegas, NV 05/2017 - 06/2017

**Entry Level Cook Intern**

Worked in United States Veterans Hospital which provides medical service to military veteran’s in-patient and out-patient care. Prepared meals for patients in-accordance with dietetic restrictions.

**Three Square Food Bank,** Las Vegas, NV 06/2017 - 07/2017

**Food Service Intern**

­Prepared daily food items and helped provide meals to hungry people and after school programs as well as in school programs for Las Vegas County School District. All through charity and donations made to Three Square.

**Strike Force Security Services,** Los Angeles, CA 05/2013- 11/2015

**Owner / Consultant**

­Provided Design and Standard Operating Procedures for Corporate and Residential sites for corporations and individual clients. Contracted vendors for CCTV and access entry points from set up to operations. Provided cost estimates, analysis, and design for all security functions.

**U.S. Navy,** Seal Beach, CA 01/1998 - 08/2015

**Chief Petty Officer / Senior Enlisted Leader**

­Served as Operations Chief Petty Officer and Security Officer for Naval Weapons Station Seal Beach in San Diego, CA with unit 145 service members. Served as Quality Assurance and Safety Officer for weapons handling personnel. Tasked with Patrolman / Sentry protection duties for the U.S. Navy, including traffic stops for vehicle code enforcement and apprehension power under Uniform Military Code of Justice as well as protection of government property and personnel on government installations. As part of the Dignitary & Funds Escort Team, served on Presidential Protection Detail for President Bush during his visit to NAS North Island, Coronado, CA. Level I & II Anti-terrorism trained.

**Sands / Venetian Hotel,** Las Vegas, NV 09/2006 - 03/2013

Protection Agent / Assistant Manager

­Assigned various protective details in country and out of country as Security Staff Agent for Sands Corporation. Provided principal protective coverage while traveling and for residential locations. Placed in charge of company vehicles totaling over 5 million dollars. Used surveillance equipment and provided secure transportation for principals when they were traveling overseas and at their residential locations throughout the United States. Trained rescue swimmer, mace certified, 9mm, 40, 45 calibers certified with the State of California, CCW Nevada, Utah, and Florida. Worked in both Residential and Commercial Command Center environments and organized advance work for details both in country and out of country.