Jackson Edick

1928 MLK Jr. Way Tacoma, WA 98405 | (253) 252-6537 | JacksonEdick@gmail.com

**Network Support Technician**

More than 3 years practical experience in an education and help desk environment.

**Professional Experience and Accomplishments**

*Windows Server and Active Directory*

* Created an enterprise-level active directory domain, complete with virtualized DNS and DHCP servers, as well as customized permissions and shared folders for each group of users in a lab environment.
* Configured and maintained a series of Windows servers to manage and share content across all devices on a home network.

*TCP/IP Addressing and Subnetting*

* Designed and implemented a series of subnets to maintain proper levels of separation across different areas of a network in a lab environment.
* Configured multiple networks to work in tandem, providing high speed links between individual machines while maintaining an overarching network to provide greater connectivity as well as access to the internet on a home network.

*Hyper-V and Virtualization*

* Configured a fully virtualized ADDS ecosystem on a single physical machine. This included a Domain Controller, a print/file server, a NAS running freeNAS, as well as DHCP and DNS servers in a lab environment.
* Created and configured several Windows 10 virtual machines to be used as lab systems for newer students to practice configuring basic operating systems without needing their own hard drives to work from, as well as creating images for these machines to be restored to their original state when the students in question were done with their class.

*Employment History*

July 2019 – Present **Electronics Sales Associate** *Walmart, Tacoma WA*

April 2019 – July 2019 **Team Member** *Papa Murphy’s, Tacoma WA*

**Professional Training and Education**

* Associates of Applied Science in Networking and Cybersecurity from Tacoma Community College
* Help Desk Certification
* Technical Support Certification
* Network Support Certification
* MOS: Microsoft Word 2016