|  |  |
| --- | --- |
| JAcolby  White | 1751 NE 2nd Terrance, Pompano Beach FL, 33060  (941) 763-7512  Wjacolby@gmail.com |

|  |  |
| --- | --- |
|  | Summary |

Highly dedicated and focused Individual; able to prioritize and multitask to achieve project goals. An Information Technology specialist that possesses acquired skills in problem identification/resolution, data analytics, research, sales, and interpersonal customer services. Whom also, possess the ability to relate to employees at all levels within an organization.

|  |  |
| --- | --- |
|  | Education |

## Bachelor of Science degree in Information Technology| University of Central Florida

### 2012 – 2016

## Tech Support Certification | Broward College

### 2017 – 2018

A+, Network+, Security+, IT Project management, MCSE, CCNA

|  |  |
| --- | --- |
|  | Experience |

## IT Specialist | Sentinel Technologies (MSP)

## 2021- (6 Month Contract-to-Hire with client)

## Work alongside with Onsite Team at John Knox Village, a 78 Acker Campus with over 400 users.

## Serve as Senior Helpdesk Technician and Network Infrastructure Engineer.

## Maintaining computer networks and systems including VPNs, routers, Switches, Firewalls, and Access points

## Installing and configuring network equipment to update or fix hardware or software issues

## Monitoring computer systems to improve network performance for computer systems and networks

## Troubleshooting software and hardware configuration issues for users on-demand

## Managing and Configuring Cisco IP Phones using Cisco Unity Tools

## Managing and Configuring IOS devices using cisco Meraki MDM

## Network Support Engineer- Team Lead | AdvancedBits (MSP)

## 2020 – 2021

* Function as the Team Lead for Sonny’s Carwash Enterprises, with over 600 locations.
* Solve a broad range of day-to-day onsite technical issues on network infrastructure and internal desktop systems providing tier 2/3 support.
* Customize communication, instructions, and product knowledge to the level of the individual.
* Determine the most cost-effective repair to minimize customer downtime.
* Prepare reports for analysis.
* Provide Office 365 and Exchange administration and support.
* Develop, update, document and manage GPOs across complex multiple domain, network environment.
* Install Switches and configure Vlans,
* Manage IP Phones with Cisco products, and Zeacoms call manager.
* Develop and maintain backup and recovery practices and procedures.
* Assist in management and support of internal and external DNS systems. Assist in management and support of DHCP scoping.

## IT Helpdesk Technician | The Computer Guyz (MSP)

### 2019 - 2020

* Receive and responds to Help Desk requests in a timely manner, clearly and with a professional and pleasant attitude.
* Update the status of ticket requests in the Help Desk system.
* Consult with Information Technology team members and internal customers; evaluate, test, and implement new personal computers, operating systems, and application software solutions.
* Monitor the availability of spare equipment inventory; replace equipment for users as needed.
* Installs and configures computer hardware operating systems and applications
* Diagnoses and solves hardware or software faults
* Provides support, including procedural documentation and relevant reports
* Sets up new users' accounts and profiles and deals with password issues
* Perform back up procedures for assigned computer files; coordinate restoration and retrieval of files as needed; maintains all files in an accurate and efficient manner.
* Replaces parts as required
* Prioritizes and manages many open cases at one time
* Provide direct support for Support Center and corporate office team members.
* Tests and evaluates new technology
* Perform hardware/software upgrades and maintenance.
* Perform other duties as assigned.

## Dispatch Helpdesk Technician | Blue Stream (ISP)

### 2016 – 2019

* Provides technical assistance to lower-level technicians
* Oversight and management of field activity in applicable tools.
* Maintains and monitors multiple queues through ticketing systems.  
  Isolates and/or identifies network versus headend issues.
* Uses company technology, support tools, and contact systems to the  
  fullest potential and as outlined by established business  
  processes/protocols.
* Isolates Video, High Speed Internet, and Telephony problems by  
  correlating information from network surveillance equipment, diagnostics  
  tools, and reported information to accurately direct fix organizations  
  and personnel to most likely source of problem.

|  |  |
| --- | --- |
|  | Skills |

|  |  |
| --- | --- |
| * Strong typing/writing skills, as well as, organizational skills * Very strong interpersonal, written, and oral communication skills * Attention to Detail * Excellent time management skills * Able to prioritize and multitask * Strong analytical and problem-solving skills * Excellent computer skills/knowledge * Ability to adapt to changes and adopt policies * Proficient in PC (desktop & laptop) upgrades, configuration, maintenance, troubleshooting, and repairs, including handheld and mobile devices where applicable * Knowledge of Microsoft Server 2008/2008r2/2012/2012r2 * Experience working with physical and virtual servers, firewalls, switches, VPN, VLANs * Experience with Remote Access via LogMeIn, Any Desk, & TeamViewer, Quick Assist * Advanced Knowledge of Cisco Unity Tools and IP phones * Intermediate Knowledge of HTML5, CSS, JavaScript Programing languages | * Software/Network skills: Experience in small, Medium and large network environments including knowledge of LAN/WAN/NAS technologies, TCP/IP, VPN, wireless technologies, cabling (assembly, routing, and termination) * Microsoft Windows 7/8/10 * Microsoft Active Directory, DNS, DHCP, Domain Controller, Print server, DMZ * Studied A+ at Broward College * Studied Network + @ Broward College * Studied Security + @ Broward College * Studied MCSE, MCSA @ Broward College * Studied IT Project Management at Broward College * Experience with Legacy Active Directory, Azure AD * Experience Exchange on-Prim and online * Experience with Group Policy Management * Experience with Microsoft 365 Admin Console |

|  |  |
| --- | --- |
|  | Activities |

Outside of work I’m very active, almost always on a strict Workout regimen, also I enjoy playing the Stock market (trading option contracts and equities), and most importantly I love giving back to my community. My greatest achievement to date is being the Co-Founder of @TheWhyNotFoundation; a non-profit 501c3 organization where we host parties for kids at the local Boys and Girls clubs in Broward County, We Collaborate with local companies and other non-profit organizations, Fundraise by placing creative ads on our social media platforms (Instagram, Facebook, Twitter, TikTok), and we hold 2 yearly events in our community. In August, we handout school supplies and uniforms to local kids for back to school. In November, We handout Thanksgiving dinners to local income restricted families.