Jesse Mills

Rockford, MN, 55373 | 201-663-1703 | Jessermills95@gmail.com

# Objective

To showcase and expand my skills in a field that I am passionate about

# Education

* Lincoln Technical Institute, Paramus, NJ
* Computer and Network Support Technician | Graduated January, 2018
* Recipient of Dean’s List and Perfect Attendance awards
* Coursework included working with computer hardware and software on various operating systems as well as network racks
* Worked individually and in groups to solve complex issues

# Experience

## February, 2021 – Present

### Customer Support Analyst | TEKsystems Global Solutions | Loveland, CO, 80538

* Provide front line support to Nutrien Ag Solution employees via phone, email, and self-service portal
* Log, resolve, and track progress and resolution of all incidents
* Problem solve to determine nature of issues
* Walk users through problem-solving process
* Work individually or as a team to resolve customer issues

## July, 2018 – March, 2020

### Support Analyst | WAND Corporation | Eden Prairie, MN, 55344

* Gained experiencing remotely troubleshooting POS systems and Windows operating systems for fast casual and quick service restaurants using remote connection programs
* Walked customers through physical troubleshooting if remote connection was not possible
* Answered phone calls and emails from customers, created and closed support tickets
* Worked with network settings, credit card systems, ChromeOS, printers, monitors, general accessory connectivity
* Worked individually or as a team to solve issues
* Assisted management with consultation of technician visits to customers’ sites
* Trained and onboarded all new employees
* Trained new customers on products

## May, 2014 – July, 2018

### Field Install Technician | Austin Cabling | Allentown, PA,18102

* Contracted by major east coast brand to install equipment in all new stores as well as remodels – traveled for work 100% of the time
* Provisioned Windows computers and tablets
* Installed and configured Cisco network racks
* Installed and configured wireless access points
* Ran Cat5 and Cat6 cables through customer sites
* Gained experience troubleshooting issues with network on-site
* Led team of 10 through customer sites to install all POS and networking equipment
* Trained all new employees on installation procedures