



# DILLON JONES

dillonjones885@gmail.com | 501-400-3534 | Mabelvale, AR 72103

## Summary

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Resourceful professional in technology support, known for high productivity and efficient task completion. Possess specialized skills in troubleshooting, software installation, and network configuration. Excel at communication, problem-solving, and adaptability, ensuring seamless tech support experiences.

## Skills

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- Problem solving
- Project management
- Effective communication
- Equipment inspection
- Diagnose faults
- File management software
- Creative issue resolution
- Multitasking capacity
- Diagnostic testing
- Data management
- Multitasking
- VPN management
- Tracking and documentation
- Teamwork and collaboration
- Database management
- Data retention
- Multitasking and prioritization
- Access management software
- Professional demeanor
- Hardware and software repair
- Resolve technical problems
- Troubleshooting network issues
- Software installation
- Adaptability and flexibility
- Reliability
- Friendly and patient
- System configuration
- Error detection
- Customer service expert
- Problem-solving abilities
- Organizational skills
- Collaborative team player
- Computer maintenance
- Self motivation

## Experience

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MCR Technical Services | Treasure Island , FL

### IT Technician

01/2025 - Current

- Tracked service requests through a ticketing system such as Remedy or Service Now.
- Configured routers, switches and wireless access points for LANs and WANs.
- Implemented security measures such as firewall configuration and virus protection software installation and updates.
- Work with managers, employees and other staff team members to
- Answered telephone calls, schedules and completed job .
- Excellent communication skills by discussing, asking questions and finding a solution to problems
- Have excellent computer skills in Microsoft, excel, word and PowerPoint
- Commute to locations throughout area assigned

## Education and Training

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University Of Arkansas, Little Rock | Little Rock , Arkansas  
Cybersecurity in Computer Science

Languages 

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German:



Accomplishments 

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DONAGNEY COLLEGE OF SCIENCE AND TECH, ENGINEERING AND MATH AWARD UNIVERSITY OF LITTLE ROCK ARKANSAS- DC STEM LEADERSHIP COUNCIL AWARD

Activities and Honors 

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- Currently Serving Member of the US ARKANSAS ARMY NATIONAL GUARD(USAARNG) 88M

References 

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References available upon request.