Daniel Jones

Systems Analyst looking to pivot into full-time systems administration

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EXPERIENCE

LeTourneau University, Longview, TX— *Systems Analyst*

December 2021 - PRESENT

- Used shell scripting to automate repeatable processes
- Monitored server logs to anticipate and resolve issues
- Installed and configured Debian Linux servers
- Managed and optimized SQL databases

IT Yall MSP, Dallas, TX — *Help Desk*

February 2021 - November 2021

- Resolved support tickets and followed up with end users
- Troubleshoot Microsoft Office issues
- Wrote technical documentation to prevent repeated work
- Installed network wiring for relocating customer locations

Home Depot, Longview, TX — *Cashier*

May 2016 - January 2021

- Maintained solid customer relations
- Listened to and addressed customer concerns
- Sold retail consumer credit cards
- Organized and cleaned front-end presentations

EDUCATION

LeTourneau University, Longview, TX — *B.S. Information Systems*

August 2017 - December 2020

- Learned Networking principles, including DNS configuration
- Passed courses involved with business management
- Took and passed courses that taught computer architecture

SKILLS

Cisco Meraki
Microsoft SQL Server
Active Directory
Linux
Bash/Batch Shell

Certifications

CompTIA A+
CompTIA Network+
CompTIA Security+