

Jacob Garrett

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## Professional Summary

IT support specialist with hands-on experience in helpdesk operations, technical troubleshooting, system maintenance, and software development. Strong background in Microsoft 365 administration, Active Directory support, ticket management, and hardware installation. Demonstrated ability to improve service delivery, resolve technical issues, and support end users in academic and enterprise environments. Brings strong customer service, adaptability, and a commitment to continuous learning.

## Core Competencies

Technical Support; Tier 1 and Tier 2 Helpdesk; Active Directory; Microsoft 365 Administration; Ticketing Systems (TeamDynamics); Hardware and Software Troubleshooting; Networking Fundamentals; System Maintenance and Repair; Application Debugging; Cable Installation and Management; Cybersecurity Fundamentals; Penetration Testing Basics; Programming (Java, Python, C/C++, C#, HTML, CSS); Tools (Wireshark, Splunk, Cisco Packet Tracer, Visual Studio, JetBrains)

## Education

B.S. Computer Science, Software Engineering (In Progress), Southern New Hampshire University, 2024–2026, GPA: 3.9

A.A.S. Computer Information Technology, Programming, Volunteer State Community College, 2024, GPA: 3.6

Additional Coursework in Computer Information Technology, Nashville State Community College, 2007–2008

## Certifications

CompTIA A+

## Professional Experience

### Team Associate, Walmart (September 2023 – Present)

- Supported store operations and customer service resulting in a 99.9 percent satisfaction rating.
- Improved store order accuracy from 81 percent to above 90 percent.
- Maintained clean, safe, and compliant working conditions.
- Executed inventory processes and workflow improvements.

### IT Assistant (Work-Study), Volunteer State Community College (Aug 2022 – May 2023; Aug 2023 – May 2024)

- Delivered Tier 1 helpdesk support for Microsoft 365, Active Directory, and campus systems.
- Resolved hardware, software, printing, and network-related issues.
- Performed hardware installation, cabling, equipment maintenance, and system testing.
- Managed service requests using TeamDynamics.
- Collaborated with IT staff to improve cabling standards.

### Reading Tutor (Work-Study), Reading Partners (January 2025 – May 2025)

- Provided remote reading instruction in a structured virtual environment.
- Created a supportive and engaging learning space.

### Crew Associate, Dunkin' Donuts (May 2023 – September 2023)

- Delivered fast and accurate customer service.
- Maintained sanitary work environments and supported store opening.

## Additional Experience

### Aldi North America – Retail Associate (2017–2020)

Tennessean Distribution – Delivery and Collections (2020–2021)

On the Way – Clerk (2019–2021)

## Technical Skills

Operating Systems: Windows, Linux, Mac OS

Networking: Command line networking, TCP/IP basics, Cabling, LAN and Wi-Fi standards

Security: Malware and virus removal, penetration testing fundamentals

Programming & Development: Java, Python, C/C++, C#, HTML, CSS, .NET, Ruby, JavaScript

Tools & Platforms: Visual Studio, Visual Studio Code, Eclipse, JetBrains, PyCharm, Cisco  
Packet Tracer, Splunk, Wireshark, Arduino IDE, Android Studio

Microsoft 365 Tools: Excel, Outlook, OneDrive, Intune, Power BI, Access, Forms,  
PowerPoint, Word

## Achievements

SkillsUSA State – Computer Information Technology (Ranked 8th)

Bsides Nashville 2025 CTF – Red Team (Ranked 12th)

Splunk Boss of the SOC CTF – Worldwide (Ranked 112st)

Splunk SNHU Boss of the SOC CTF – Worldwide (Ranked 21st)

Finalist, SkillsUSA Post-Secondary Competition

Recognized for improving technical accessibility within the VSCC IT Support environment

## References

Available upon request