JacoB R. Helton

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# Objective

Motivated professional with experience in both IT and development hoping to apply and expand my skills in the workforce. Seeking a work environment that encourages learning through collaboration and hands-on problem solving.

# Work Experience

## Allen, Allen, Allen & Allen

### IT Intern (January 2017-Present)

* Provide Helpdesk support and training to users
* Manage domain objects via Active Directory Users and Computers
* Maintain and support Citrix VDI environments via Citrix Director
* Configure, deploy, track, and maintain desktop computers via Microsoft Deployment Toolkit and other tools

## Chick fil-A

### Front Side Team Member (August 2016 – February 2017)

* Tendered transactions, maintained equipment and dining room
* Delivered superior customer service
* Trained new hires

## Science Museum of Virginia

### IT Intern (January 2016-May 2016)

* Decommissioned, reformatted, and set up desktop computers
* Light maintenance on network switches and servers

# Education

## John Tyler Community College (2017-Present)

* Associates of Science in General Studies – anticipated in May 2019
  + Computer Science Specialization

## Chesterfield Career & Technical Center (2015-2017)

* Oracle - Database Design & Programming in SQL & PL/SQL

## Thomas Dale High School (2013-2017)

* Advanced diploma

# Skills/Certifications

[MTA Database Administration Fundamentals Certified](https://portal.certiport.com/Portal/Pages/PrintTranscriptInfo.aspx?action=Cert&id=132&cvid=MA+JjKoRohbca6OvwfSssQ==)

[IC3 GS4 Digital Literacy Certified](https://portal.certiport.com/Portal/Pages/PrintTranscriptInfo.aspx?action=Cert&id=186&cvid=af20+uCoBsl0S6DVpoD1xg==)

[CIW Site Development Associate Certified](https://drive.google.com/open?id=1DUZjRY7KvjLTOaibtlDJYi0p0zPpKRxv)

Proficient in SQL, PL/SQL, HTML/CSS – Novice in PowerShell and Java

Experienced in end-user support on Windows 7-10, Mac OS X, and iOS devices