Jacquan Brooks

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LANGUAGES, RELEVANT SKILLS, & CERTIFICATIONS

Communication: Business Writing, Public Speaking, Java script, HTML & CSS

Software: GitHub, Gitbash, Microsoft office 365, google docs, Google drive, and Excel, Re-imaging software, Windows 10, windows 7, Connectwise manage, Connectwise Automate, Active Directory, Deep Freeze

Hardware: removing and adding RAM, Removing and adding hard disk, replacing a computer screen

EXPERIENCE

Prairie State College, Chicago Heights, IL   **August 2020-Current**
Laptop Technician
- Use macrium to reimage software to college standards
- Use Deep Freeze to insure that whatever changes a user make on the machines are not permanent
- Insure that certain HP devices were able to turn on by removing battery and inserting battery back into device

Heartland alliance, Chicago, IL   **August 2019-May 2020**
Temporary Technical Support Specialist
- Reimage laptops with corrupted operating systems To WIN 10
- Use the automate ticketing system to work on and keep record of user's issues
- Communicating with clients on the phone to assist them with their issues
- Work with Dell equipment
- Helping users with their monitor setup to ensure that they were able to use the docking station, monitor, and computer setup combination to its fullest
- Troubleshooting many issues involving printers, computers, scanner installs, blue screens, and more.

Exelon, Chicago, IL   **January 2019-August 2019**
client services Internship
- Receive client packages, labeled, and stored them for pick up
- Rebuild computers that were having software issues
- Managing inventory so that client items and stock are easy to access
- Install additional RAM into a laptop
- Check laptop hard disks for failure
- Configure Win10 and Win7 so that they comply with company policies
- Worked with HP equipment
- Did monitor set ups with dock so that clients can use a double monitor setup

EDUCATION

SkillCrush, Chicago, IL   **January 2020 – current**
This is a program that helps develop your skills in various languages of code to insure you are ready to pursue a developer career.
- HTML & CSS
- Java script
- GitHub
- GitBash
- Responsive web design
- Building websites

Year Up, Chicago, IL   **August 2018 – August 2019**
Year Up is an intensive career development program with 250 corporate partners, college-level courses, professional training, and a six-month internship.
- Completed coursework in Computer Applications, Advanced Excel, Business Writing, Public Speaking, and Professional Skills with specialized training in IT help desk Track.

Chicago Military Academy at Bronzeville, Chicago, IL   **June 2014 – June 2017**
Graduation Month Year
- Courses include Algebra, Chemistry, Civics, Geometry, Physics, Biology, Forensics, English, and Spanish
- Recognition include Honor Roll, Sgt First Class, Platoon Sgt, and Student Of The Month
- Participated in Baseball, Wrestling, and Football