Jacob M. David

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PROFESSIONAL EXPERIENCE

Luma Home, Inc.   **Atlanta, Georgia**

Technical Support Engineer I   *05/2017-02/2018*

- Performed tech support duties for the Luma mesh WiFi router via phone chat and email platforms.
- Assisted end users and installation technicians on any issues related to setup, use, and troubleshooting a wide variety networking issues.

First Alert, Inc.   **Atlanta, Georgia**

Technical Support Engineer II   *02/2018-Present*

- Assisted end users and on site technicians with any issues related to setup, use, and management of the product via phone chat and email platforms.
- Performed remote maintenance and diagnostics on network devices in a command line environment.

David Development Advisors, LLC   **Ocala, Florida**

SOHO Network and Desktop IT Technician   *08/2014-12/2016*

- Performed SOHO Network and Decktop/Laptop support and troubleshooting duties.
- Setup and managed a homegroup shared network folder architecture.
- Managed and maintained WAP's and wired routers and performed troubleshooting duties.
- Setup and performed support duties for mobile systems. (Tablets, smartphones)
- Performed desktop and mobile application troubleshooting and support duties.

TECHNICAL TOOLS

MS office, Python, Standard C, Subnet Calculators, Wireshark, Oracle VM VirtualBox, PuTTY, Belkin and Linksys   router management webportals, Bash command line environment.

EDUCATION

COLLEGE OF CENTRAL FLORIDA   **Ocala, Florida**
Associates of Arts in Physics   *8/2013 – 05/2015*

- Maintained a minimum of 3.2 GPA all semesters in attendance.
- Deans List the last 2 semesters in attendance with a 3.5 GPA or above.

CompTIA A+ Certified   11/2016 - 3/2020

CompTIA Network + Certified   3/2017 - 3/2020