

Jayden Packer

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Education

Bachelor of Science (B.S) in Computer Science

Expected Graduation, May 2028

Indiana Institute of Technology

Fort

Wayne, IN

GPA: 3.83

Professional Experience

IT Support Technician – Shikellamy School District (June 2025 – August 2025)

- Prepared and configured student and staff computers, including imaging, software installation, and setup.
- Diagnosed and repaired hardware issues such as screens, keyboards, and internal components.
- Troubled software problems across Windows devices and virtual machine environments, reducing downtime for users.
- Maintained and monitored network infrastructure, including switches and cabling, to ensure reliable connectivity across buildings.
- Ran, terminated, and tested Ethernet cables to expand and maintain network infrastructure.
- Collaborated with IT staff, teachers, and administrators to resolve technical issues quickly and minimize classroom disruptions.
- Documented repairs and procedures to improve team efficiency and create reference material for future use.

Store Associate – Surplus Outlet (December 2022 – August 2024)

- Assisted customers with questions and purchases, providing excellent service and problem-solving support.
- Organized and restocked shelves to maintain an orderly, efficient shopping environment.
- Designed and printed in-store signage to communicate promotions and improve customer experience.
- Collaborated with team members to meet daily stocking and merchandising goals.

Philanthropy

Lutheran School Auction – Data Entry Volunteer (March 2025)

- Entered participant names and purchase amounts into the event database, ensuring accurate record-keeping.
- Contributed to a successful fundraising event that raised over \$120,000 for the Lutheran School, helping bring the total raised to over \$228,000

Projects

Home Lab (August 2025 – Present)

- Installed and configured Ubuntu Server on multiple laptops, creating a personal IT lab environment.
- Deployed Pi-hole for network-wide ad blocking and set up an NFS server for file sharing.
- Connected and configured a network switch to provide reliable internet connectivity and practice real world networking.

Skills

Python | HTML | CSS | PowerShell | Git | GitHub | VS Code | Windows | Ubuntu/Linux Server | Virtual Machines (VMware/Amazon Ec2 Instance) | Cisco Networking | Cable Termination | Documentation | Team Collaboration