

Jamison Leckenby

SUMMARY

Skilled IT Technician with six years of experience finding effective solutions to technical issues through troubleshooting and issue analysis. Proudly Certified in CompTIA A+. Promotes dynamic skills in system provisioning and account management.

EXPERIENCE

Vis Group Inc. - Technical Support Specialist

Lacey, WA • 02/2020 - Current

- Managed system-wide operating system and software deployments as well as related software upgrade problems.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution
- Removed Malware, Ransomware and other threats from laptops and desktop systems
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Configured hardware, devices and software to set up work stations for employees.
- Recorded and maintained relevant notes for each client and work order.

Cut Rate Auto Parts - Warehouse Associate

Lacey, WA • 08/2011 - 08/2020

- Configured Hardware, devices and software to set up work stations for employees.
- Collaborated with Vendors to locate replacement components and resolve advanced problems.
- Prepared orders for shipment by systematically picking, packing and labeling merchandise.
- Streamlined material delivery processes which increased efficiency and reduced downtime.
- Investigated and corrected problems with printers, copiers and other peripheral devices.

CONTACT

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360-742-6090

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SKILLS

- Active Directory
- Microsoft Office
- PC Building and Maintenance
- HTML coding
- Software Debugging
- System Provisioning
- Remote IT Implementation
- Adobe CC
- Account Management
- Troubleshooting Technical Issues
- System Administration

EDUCATION AND TRAINING

High School Diploma

Northwest Christian High School

Lacey WA • 06/2011

CERTIFICATIONS

CompTIA A+