



# Jordan C. Holliday

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## Education and Certifications

**Columbus State Community College** | Columbus, Ohio  
Associate of Applied Science, Computer Science

**December 2018**  
**GPA: 3.575**

**Relevant Coursework:** Industrial Apps/Software, Interpersonal Skills, Networking Concepts, Intro to CISCO Networks, Cisco Routing and Switching, Network Security, Industrial Network Communications, Linux Essentials, Scripting Fundamentals, Intro Programming Logic, Python Programming, HTML, Database Fundamentals, Principles of Business, Project Management Principles, Financial Accounting, Management

**Infrastructure/Software Experience:** Customer Service, Azure, Microsoft Office 365, Windows, Active Directory, Google Admin Console, Cisco Meraki, Networking, Networking Hardware Installation and Troubleshooting, Hardware Maintenance, CCTV, Linux

- Extensive understanding of Microsoft Windows, Microsoft Office, Microsoft 365, Active Directory
- Extensive comprehension of networking and concepts and protocols

**CompTIA A+ Certification**  
**CompTIA Network+ Certification**

**October 2017**  
**Scheduled for April 2023**

## Professional Experience

**FIT Technologies** | *Technical Support Services Engineer* | Columbus, Ohio

**March 2021 – Present**

- Supported multiple education, restaurant, and enterprise clients in a wide variety of technologies
- Performed troubleshooting to diagnose and resolve issues, documenting steps taken with use of AutoTask Ticketing System
- Deployed and configured user devices such as laptops and phones
- Organized and carried out client training sessions
- Created training documentation for clients and coworkers
- Facilitated on-site workstation domain migration of clients to Azure
- Facilitated on-site Google Chromebook domain migration of client Chromebooks
- Facilitated upgrade to Revel POS and Ingenico Payment System for multiple restaurant sites
- Installed and managed server and networking hardware including Cisco Meraki, APs, UPSs, Patch Panels and Switches
- Built and installed server rack and networking equipment for new school builds
- Installed, terminated, and troubleshot low voltage cabling and drops

**Maven LLC** | *Technical Consultant* | Columbus, Ohio

**July 2019 – February 2021**

- Facilitated installation of Aloha POS hardware and software
- Trained customers and provided support for new Aloha software and NCR hardware
- Facilitated migration and upgrade to Windows 10 on BOH
- Executed commands on Back of House (BOH) computer and other restaurant equipment configured with Aloha Kitchen (AK) and Aloha POS using Command Center (CMC)
- Sorted through credit card payment batches from NCR payments
- Maintained open communications with directors and executives of restaurants
- Maintained open communications multiple teams to discuss and carry out resolution steps
- Processed, organized and maintained online ordering deactivation and reactivation requests for all Chipotle restaurants
- Facilitated the creation of templates and procedures,
- Documented steps taken in Service Now ticketing system
- Created and contributed to Knowledge Databases (KB) in Service Now

**Bureau of Workers Compensation** | *Information Technology Intern* | Columbus, Ohio

**February 2018 – July 2019**

- Performed both Tier 1 and Tier 2 duties
- Organized and facilitated imaging for statewide hardware and software deployment
- Delivered sustainable I.T. solutions alongside team to resolve customer issues
- Facilitated migration to Windows 10 and office-wide system updates
- Built network infrastructure
- Deployed software and hardware for clients across the firm

## Leadership, Skills, & Interests

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Columbus Castaways Rugby Club - <u>Club Secretary and Teammate</u>	2013 – Present
Brazilian Jiu-Jitsu - <u>Teacher and Gold Medalist Competitor</u>	2020 – Present
Friends of the Lower Olentangy Watershed – <u>Volunteer</u>	2018 – Present
Phi Theta Kappa Honors Society – <u>Member</u>	2017 – Present

### Side Projects

- Creating Club Schedule in Google Calendar for use by members and visitors
- Built multiple computers for friends and family
- Created and configured a L.A.M.P. stack
- Created and configured Network Attached Storage on home networks
- Built a smart mirror using AI using Raspberry Pi
- Created a DNS sinkhole ad-blocker
- Created games using Python