JORDAN WOOD

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PROFESSIONAL SUMMARY

IT Support professional with experience owning end-to-end resolution of Windows, network, and application issues across internal IT and MSP environments. Known for root-cause problem solving, automation, and clear customer communication. Seeking a long-term IT or Technical Support role focused on reliability, documentation, and improving the support experience.

EDUCATION

Grand Canyon University   **Sep 2021 - Mar 2025**
BACHELOR'S OF SCIENCE (B.S.), SOFTWARE DEVELOPMENT   *Phoenix, AZ*

Pierce Community College   **Sep 2019 - Jun 2021**
ASSOCIATE'S OF ARTS (A.A.), COMPUTER SCIENCE   *Puyallup, WA*

TECHNICAL SKILLS

- **Operating Systems**: Windows 10/11, Windows Server
- **Tools & Platforms**: Active Directory, Office 365 Admin, Azure AD, Ticketing Systems (JIRA), Remote Desktop Tools
- **Hardware**: Laptops, Desktops, Printers, Networking Equipment
- **Support Skills**: Troubleshooting, Password Resets, Imaging, System Updates, User Onboarding, Account Provisioning, VPN Support
- **Networking**: TC/IP, DNS, DHCP, Basic Firewall/Router Configuration
- **Scripting**: Google Apps Script, Basic PowerShell
- **Other**: Documentation, Customer Service, Workflow Optimization

EMPLOYMENT HISTORY

Timberline Development, Inc   **Apr 2021 - Dec 2023**
IT Support & Developer   *Puyallup, WA*

- Owned end-to-end resolution of Windows OS, printer, network, and line-of-business application issues in an internal IT environment, ensuring minimal disruption to daily operations.
- Diagnosed recurring system, connectivity, and peripheral issues using root-cause analysis, reducing repeat tickets and improving overall system reliability.
- Built and deployed internal automation tools using Google Apps Script to streamline inventory tracking, reducing data errors by 50% and eliminating repetitive manual workflows.
- Supported user onboarding and off-boarding by provisioning accounts, configuring devices, and preparing workstations in accordance with internal processes.
- Assisted with workstation setups, hardware replacements, and small-scale IT projects, contributing to smoother deployments and improved user experience.
- Documented solutions, workflows, and known issues to improve internal knowledge sharing and reduce future troubleshooting time.

FusionTek   **Jun 2024 - Sep 2024**
IT Support Intern   *Federal Way, WA*

- Provided technical support to end users across Windows systems, software installations, printers, and device configurations within an MSP environment.
- Managed support requests through structured ticketing workflows, prioritizing issues based on urgency and impact while meeting SLA expectations.
- Performed device imaging, system updates, and workstation provisioning to support onboarding, hardware refreshes, and security standards.
- Assisted with account setup and access management to ensure users had the tools needed to work effectively from day one.
- Delivered remote and phone-based support using professional troubleshooting techniques to resolve issues efficiently and maintain positive customer interactions.
- Documented recurring issues and resolutions, strengthening the internal knowledge base and improving first-contact resolution rates.

Crockett's Public House   **Sep 2024 - Present**
Prep / Line Cook   *Bonney Lake, WA*

- Part-time role while completing IT internships, certifications, and actively pursuing full-time technical support opportunities.

CERTIFICATIONS

- Google Cybersecurity Professional
- Google IT Support Professional
- CompTIA A+ 1101 Core 1