

**Jaylen Smith**  
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**Focused individual with Military Background and experience in an IT Support Specialist role. I possess great communication skills and a strong ability to assist in maintaining efficient company operations.**

## SKILLS

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**Windows • PC Troubleshooting • Microsoft 365 • Customer Service  
Equipment Maintenance • HTML • CSS • JS • Python**

## PROJECTS

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1) **Rock Band Name Generator | Python**

A program that creates a Rock Band name for you based off birth city and pet name.

2) **EDUCATION & CERTIFICATIONS**

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3) **University of Arkansas Reimagine Program**

2022

Coursework Topics: Troubleshoot Hardware and Software, Mac and Linux, Security, Windows, Networking, and Mobile Devices

**UDEMY: 100 Days of Code: The Complete Python Pro Boot Camp**

2023

- Coursework Topics: Build complete websites and web apps with Python Mac and Linux, Security, Windows, Build GUIs and Desktop applications, use Python for data science and machine learning.

**UDEMY: The Complete Web Development Boot Camp**

2023

- Coursework Topics: Write complex web apps with multiple models and data associations, Master the command line interface, and recognize how to prevent common security exploits like SQL-Injection & XSS.

## EXPERIENCE

**Solutions Specialist**

NOV 2022

PCA Technology Solutions | Little Rock, AR

- Served customers daily by answering questions and de-escalating ticket related questions.
- Created daily work tickets, maintained records and files, and processed inquiries for customer issues related to the ticket.
- Maintain a positive professional experience for the customer by utilizing knowledge of products and services.
- Improved customer knowledge by sharing steps to resolve IT related issues.

**IT Help Desk Intern**

AUG 2022- NOV 2022

PCA Technology Solutions | Little Rock, AR

- Responsible for day-to-day help desk operations including ticket prioritization, tracking, and timely resolution.
- Managed complex hardware, software, and network problems to accurately resolve issues, and prepare reports summarizing and analyzing the issues.