**Jaylen Smith**

(501) 612-0029 ● Little Rock, AR ● [Jaylen2518@outlook.com](mailto:Jaylen2518@outlook.com)

## **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**

**Windows 10 • Networking• PC Troubleshooting • Microsoft 365 • Customer Service**

**Equipment Maintenance • Onboarding**

**PROJECTS/ VOLUNTEER WORK**

1. Rock Band Name Generator | Python

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

2) Kin Town Clean Up | Okinawa, Japan

Assisted Marines during Corporals Course with community clean up near the local installation.

**EDUCATION**

**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

**ISIT Technician II**  **May 2023**

SCM Insurance Services | Edmonton, Alberta

* Independently responsible for overall IT functionality for the Central Region of the United States.
* Work closely with software suppliers to resolve operational issues.
* Monitor and respond to hardware and software problems utilizing hardware and software testing.
* Perform various maintenance, software installation, trouble shooting and end user support training task to ensure workstations and network performance met organizational and user requirements.
* Procurement

**Solutions Specialist** **NOV 2022- APR 2023**

PCA Technology Solutions | Little Rock, AR

* Conducted onboarding and offboarding, by creating emails and user accounts in Active Directory
* Presented onsite IT support for companies throughout central Arkansas.
* Performed hardware, network, and software troubleshooting to ensure clients workstations functioned properly.
* Configured and managed Windows 10 systems
* Installed, configured, and managed laptops, phones, printers, and other peripheral devices.

**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 prepared reports summarizing and analyzing the issues.
  + 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.