**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 • • PC Troubleshooting • Microsoft 365 • Customer Service**

**Equipment Maintenance • HTML • CSS • JS • Python**

**PROJECTS**

1. Rock Band Name Generator | Python

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

1. **EDUCATION & CERTIFICATIONS**
2. **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.