**Jaylen Smith**

Jaylen2710@hotmail.com• [linkedin.com/in/jaylen-smith-2492811a2](https://www.linkedin.com/in/jaylen-smith-2492811a2) • (501) 612-0029• Little Rock, AR

## **Focused veteran with great communication skills looking to obtain a position as an IT Support Specialist or Help Desk Tech**

**SKILLS**

Troubleshooting Hardware and Software • Troubleshooting PCs • Microsoft Office • IT Support Specialist • Customer Service

**EDUCATION**

**University of Arkansas Reimagine Program September** 2022

Certification of Completion – CompTIA A+

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

**Sylvan Hills High School**   **May 2017**

**PROFESSIONAL EXPERIENCE**

**PCA Technology Solutions- Little Rock, AR**  **September 2022- Present**

* **Provide great customer service and Help Desk Support**
* **Microsoft Office and Active directory**
* **Troubleshoot Software and Hardware components for PC**
* **IT support/Help Desk**

**Allied Universal** - Little Rock, AR **July 2021- July 2022**

* Monitor and authorize entrance/departure of employees and visitors, ensuring all post orders are executed
* Provide security and great customer service

**FedEx** -Little Rock, AR  **March 2021- July2021**

* Assisted hands-on operations while ensuring customers receive their packages safely

**Premier Distributing Co.** - Clovis, NM **December 2020 - February 2021**

* Operated forklift and assisted with daily orders
* Completed and fulfilled all orders

**United States Air Force** – Okinawa, Japan **December 2017 - March 2020**

* Protected and defended all assets and personnel on the installation
* Lead and managed troops to ensure entry control was secure
* Provided armed responses to incidents on or off the installation
* Detected and reported any unauthorized personnel or activity

**FedEx** – Little Rock, AR **August 2017- December** 2017

* Assisted hands-on operations while ensuring customers receive their packages safely