

Kevin Jackson II

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Education

Iona College

New Rochelle, NY

Bachelor of Business Administration in Information Systems

August 2016 - May 2020

- Studied various technical concepts including database management, web development, risk analysis, and operations management

Experience

Quality Assurance Analyst

May 2021 - Present

Express Scripts

Remote

- Executed manual and automated test scripts
- Developed test documentation and test cases
- Participated in a fully agile environment with 2-week sprints
- Communicated and worked closely with development, and QA both onshore and offshore

Helpdesk Support Intern

July 2019 - August 2019

Sharp Electronics

Montvale, NJ

- Created multiple task sequences using Microsoft Deployment Toolkit (MDT) Server
- Resolved tickets daily, and assisted remotely using RescueAssist
- On-boarded new users and provided guidance for the software and IT procedures
- Supported 400 onsite and offsite users
- Solved multiple issues ranging from hardware to software

Information Technology Support Specialist

May 2018 - August 2018

Bergen Catholic High School

Oradell, NJ

- Provided onsite computer support and repair service to a campus of 900 students
- Diagnosed software issues, installed updates new software and removed malicious programs
- Disassembled systems to diagnose issues and make repairs
- Created and maintained install and configuration documentation

Projects

Portfolio Website | [link](#)

- Developed a portfolio website hosted on github using HTML, JavaScript, and CSS
- A work in progress that is constantly reworked and updated

Skills

UI/UX

Software: Figma, AdobeXD, Adobe Creative Suite

Design: User Research, Wireframing, Prototyping, Sketching

Languages and Technologies

Languages: JavaScript, HTML/CSS, Python, SQL (Postgres)

Frameworks: React, Node.js, Bootstrap, Material-UI

Developer Tools: Git, Github pages, Google Cloud Platform, VS Code, Visual Studio, Eclipse