Kevin Jackson II

551-404-8889 | kevinjackson2@gmail.com

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

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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

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Projects

Portfolio Website | React | 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