Jason R. Jones

401 S. Emporia Wichita KS, 67202 ● (316) 265-5211 ● wwrf.jasonjones@outlook.com

**Education and Certifications**

Devry University- Kansas City, Mo Completed - June 2010

**Bachelor of Science in Business Administration**

Kansas City Community College - Kansas City, KS- Completed - July 2007

**Associate of Science in Marketing and Mid-Level Management**

Johnson County Community College- Overland Park, KS Completed - April 2011

**Microsoft Comp Tia A+ Certification**

**Professional Experience**

**VinSolutions Remote Help Desk Support Technician Mission, KS 11/ 2011- 5/ 2014**

* Identified and resolve issues on end user workstations and servers
* Worked closely with customers to ensure needs were met consistently and in a timely manner
* Excellent customer service skills and able to communicate complex tasks and procedures effectively
* Extensive knowledge of Windows and OSX based operating systems and software
* Wide-ranging hardware knowledge of most PC and Server configurations
* Specialized in data migration projects and secure storage

**Royal Mechanical Services Project Manager II Overland Park, KS 3/2006 – 8/2010**

* Proficiently managed multiple local and nation-wide projects from inception to completion, ensuring client needs were met
* Made the proper arrangements for ordering and shipping materials, setting up travel needs, and budgeting on all assigned projects and service
* Received, reviewed, processed, and tracked all current and past due invoices for assigned projects & service
* Maintained daily service requests & projects via contact with contractors, clients, co-workers, and suppliers
* Weekly & monthly meetings to provide feedback on status of projects and services to team leads and department managers for quality assurance and proper procedures
* Ensured high quality customer service through solution identification and implementing effective resolutions
* Successfully managed a 400 store rollout project installing and upgrading customer’s broadband infrastructure nationwide for Hallmark Retail Stores
* Managed CCTV installations and service calls
* Managed multiple rollout projects for Sprint Retail stores nationwide installing electrical, data communications, computers, fixtures, carpet installation, cabling, and other various multiple projects
* Helped to troubleshoot desktops and laptops for Microsoft Internet Explorer, Excel, Microsoft Office 2010 and other versions