

# Jake Duckett

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## Skills

- Proficient in Windows, MacOS, Linux, Unix, and shell environments
- Utilize various IT technologies such as Active Directory, ServiceNow, Splunk, and others
- Experienced in programming with C, C++, Python, Bash, PowerShell and more
- Accurately type 170 words per minute

## Education

2021-2024	Utah Tech University (St. George, Utah)	Computer Science, BS
2013-2015	Desert Hills High School (St. George, Utah)	High School Diploma

## Employment History and Experience

2018-2020	Progressive Leasing (Draper, Utah)	Technical Support Analyst
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- Diagnosed and troubleshoot a variety of problems, documented details of the resolution, and followed up with the employee or client to ensure customer satisfaction
- Monitored event management to proactively prevent outages to mission critical systems
- Initiated and coordinated bridge calls to resolve outages
- Clearly communicated to end users the nature and status of their technical issues
- Provided training to new hires and helped develop the training curriculum

2017-2018	Tonaquint Data Center (St. George, Utah)	Network Operations Center Operator
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- Monitored and secured both the physical facility and digital assets
- Assisted remote clients with replacing hardware and escalating higher priority work orders
- Utilized tools to monitor systems and power to help maintain 100% data center uptime
- Communicated potential or verified problems with equipment in the facility

## Non-Paid Experience

2016-2017	City of St. George (St. George, Utah)	Information Technology Intern
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- Technology data entry and documentation
- Troubleshooting, repair, and other tasks as assigned

2016	Dixie State University Code School (St. George, Utah)	Programmer
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- Collaborated in teams to develop web apps in various JavaScript frameworks, HTML, and CSS
- Projects: Recreated the game 2048 and created an online shopping app

2014	Boy Scouts of America (St. George, Utah)	Eagle Scout
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- Eagle Scout Project: Organized project to create hygiene kits for the Erin Kimball Foundation

2007-2015	Five County Association of Government Volunteer Center (St. George, Utah)	Volunteer
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- Participated in city beautification projects, fundraising, and other community services