Jonathan Caldwell

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Targeting Professional IT Positions

- IT Technician with 4 years of experience, CompTIA A+ Certified, experienced in network set-up and troubleshooting on small and large networks.
- Able to quickly learn and master new technology; equally successful in both team and self-directed settings; proficient in a range of computer skills, troubleshooting and testing methodologies.

Education

Tarleton State University – Stephenville, Tx, Fall 2011 Graduate

B.B.A. in Computer Information Systems ● GPA: 3.15/4.0

Technology Summary

Certifications: CompTIA A+

Systems: Windows XP/Vista/7/Server: 2003, 2008, Mac OS X 10.4-10.6, Altiris 6.9, Labtech 2011-12

IT Experience

Nehring Technology- Stephenville, Tx

- **Project Manager/Service Technician II:** (May 2011 to present)- Work using Labtech to do remote monitoring of desktops, servers, and network equipment in order provide proactive on-site and remote support.

  Performed tasks including:

  - Networking (cabling and programming of routers , switches, and access points)
  - Server Virtualization and Upgrades
  - Scripting fixes for problems and deployment of applications, Microsoft functionality, and automation of tasks
  - Server, desktop, and Laptop Support including line-of-business applications
  - Enterprise-level Anti-Virus Administration
  - Project Management

Tarleton State University – Stephenville, Tx

- **Student Technician II:** (April 2008 to May 2011)

  Deployment of software via Altiris and desktop support within a university environment including:
  - System crashes
  - Desktop Slow-downs
  - Data recoveries
  - Network connectivity problems
  - Printer Set-ups
  - Frequently imaged computers with Altiris
  - Created deployment jobs with Altiris including: Adobe Creative Suites and Microsoft Office

  Also Responsible for ticketing including: timely documentation, resolution, closure, and escalation.