

# RUJAY WHITEHORNE

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Portfolio: <http://rujaywhitehorne.com/>

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## PERSONAL STATEMENT

To secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

## TECHNICAL SKILLS

- Windows Server Management
- Windows 7, 8, 10
- Active Directory
- Cisco Routers & Switches
- Hardware and Software Troubleshooting
- DNS
- DHCP
- VPN configuration
- HTML
- CSS
- JavaScript

## EXPERIENCE

NOVEMBER 2021 - PRESENT

**SERVICE DESK ANALYST (2<sup>ND</sup> LINE), ZONAL**

- Provide support for a wide range of applications and technologies used across the business, including both hardware and software.
- Own, troubleshoot and solve customer technical issues, using collaboration, troubleshooting best practices and transparency within and across teams.
- Troubleshoot desktop, networking, server, and application related issues.
- Evaluate and escalate support calls to other support teams where appropriate.
- Working with a variety of technologies such Windows Server 2008-2016, Office 365, SQL databases, Routers and Switches, Cisco Meraki, SharePoint online, Teams etc.

OCTOBER 2021 – NOVEMBER 2021

**CUSTOMER SERVICE ADVISOR, NOVACROFT**

Provide first-class customer service and problem-solve any queries or technical issues that might arise with customers.

DECEMBER 2020 - PRESENT

**DIRECTOR, SYRK LIMITED**

SYRK Limited is a small business I have started for my online e-commerce platform, which was created with Shopify.

**APRIL 2020 – DECEMBER 2020**

**IT TECHNICIAN TRAINEESHIP, IT CAREER SWITCH LTD**

Role/Duties includes:

- Installing, configuring & migrating Windows 7 and 10 Operating Systems
- Configuring security systems and Windows firewall
- Troubleshooting common system problems
- Configuring and managing printers, configuring mobile devices
- Configure, manage and maintain essential network devices
- Design and implementing a functional network
- Active Directory – unlocking user accounts, resetting passwords, searching users
- Implement network security, standards, and protocols
- Windows desktop systems, install, patching, troubleshooting, hardware replacement

**NOVEMBER 2017 – APRIL 2020**

**POLICE CONSTABLE, JAMAICA CONSTABULARY FORCE**

During the last year of my employment, I was attached to the **Technical Services Division** where I was an assistant to the Senior Network Engineer, responsible for maintaining computer networks within the organization.

**AUGUST 2015 – NOV 2017**

**JR. IT SUPPORT, CLUB HOTEL RIU OCHO RIOS**

- install and configure computer hardware operating systems and applications
- monitor and maintain computer systems and networks
- talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Escalate issues to the relevant 3<sup>rd</sup> party support
- Explain technical issues to non-technical clients and colleagues

## PROFESSIONAL CERTIFICATIONS

2022

**MICROSOFT AZURE FUNDAMENTALS AZ-900**

2020

**COMPTIA A+ 220-1001 & 1002**

More information on this certification can be found at:

<https://certification.comptia.org/certifications/a>

2020

**200-301 CISCO CERTIFIED NETWORK ASSOCIATE (CCNA) CERTIFIED**

More information on this certification can be found at:

## EDUCATION

NOV 2021

### **CS50 INTRODUCTION TO COMPUTER SCIENCE**, HARVARD UNIVERSITY

This course teaches students how to think algorithmically and solve programming problems efficiently. Concepts like abstraction, algorithms, data structures, encapsulation, resource management, security, software engineering, and web development are taught.

APRIL 2021

### **FULLSTACK JAVASCRIPT TECHDEGREE**, TEAMTREEHOUSE

Technologies: HTML, CSS, JavaScript, Nodejs, Express, React, Unit Testing, Object Oriented Programming, MySQL, REST API.

This is an intensive online course where students are taught these technologies. Students are also task with creating 10 real world projects.