**Anthony Jenkins**

**412 Jenkins Qtr. Cutoff RD**

**Shuqualak, MS 39361**

**(601) 213-0127**

**ajen4809@yahoo.com**

**Objective: I would like to utilize my education and experiences as it relates to IT Support opportunities.**

**Bachelor of Science, Computer Information Systems, Herzing College- February 03 Atlanta, GA.**

**EXPERIENCE:**

**Jan 2015 to Present Noxubee County School District**

**Desktop Support Technician**

• Installation of computers, Printers, networking equipment added to the domain, insured the software was installed.

• Troubleshoot trouble tickets created by school personnel for printer, Desktops, server’s switches over the network.

• Perform Preventive maintenance of the different computer, printer, networking equipment.

**March 2015 to April 2015 Mainline (Anderson Regional Medical Center)**

**PC Support Technician**

• Imaging, Installation, and Support of Desktop Systems, Thin Clients, Mini Desktop, and dragon mix.

• Remote Desktop remote desktop, VM WARE, printers, AND Active Directory.

• Diagnosed, repaired, preventive maintenance, training on Equipment.

**March 2014 to Oct. 2014 CompuCom, Meridian, Ms**

**POS Field Service Technician**

• Uninstalled, Installed, and troubleshooted All aspects of POS/Retail hardware/software, wireless handhelds, printers (Lexmark, Zebra, Windows 7, TCP/IP, MS Office).

• Provide Tier 1 and escalating to internal and external teams to further resolve issues.

• Diagnosed, repaired, preventive maintenance, training on POS Equipment, routers, desktops, server, switches and other electronic and electrical equipment, Verifone and Ingenico Readers.

#### **Part-time Onsite Computer Technician**

**Jenkins Information Services, Inc.** Click to edit position time period, followed by position location name November 2003 – April 2014 (10 years 6 months) Shuqualak, MS. Click to edit position description• Uninstalled/Installed computer hardware software, data backup and recovery, setting up web servers using windows and apache.   
• Troubleshooter windows software issues, viruses, spyware removal.   
• Setup of various computer, networking equipment, basic active directory Cloud Based Disaster recovery, server and desktop monitoring.   
• Searched various sources of information Web, Tech Net, Google others to resolve issues.  
• Used Customer Service Skills to deal with the varying needs of the customer and educated the customer on the performance of their computer system.

**Dec 2005 to Nov 2011 SecuriGuard Inc, NAS Meridian, MS**

**Security Officer/President SPFPA LOCAL 716**

NAS Meridian, MS Security Officer.

• Worked in teams when needed to get a task done within deadline.

• Created reports and documented incidents in journals, logs using word, excel, etc.

• Insured managements compliance with union contract & labor laws (schedules, breaks etc.

• Insured member compliance with company handbook and labor harmony.

**July 2003 to Feb 2004 Client Logic, Starkville, MS**

**Information Technology**

**Technical Support Representative**

Starkville, MS Technical Support Representative

• Listened to determine to customer issue, created a Service Request documenting client personal computer issues, and new work orders for parts and labor.

• Communicated, effectively using interpersonal skills to research and identify internal and external sources of information, keen attention to detail to resolve complaints from customers regarding personal computer performance issues and communicating the steps to improving the maintenance and operations of those systems.

• Experience with identifying and resolving security threats such as viruses and malicious code (spyware, adware, and Trojans) and assisting the and educating the end-user in utilizing antivirus , adware, spyware utilities, patches, and others applications and the methods to rid and keep off of their system.

**Jan 2001 to April 2003 OAO TECHNOLOGY SOLUTIONS, Alpharetta, GA**

**Information Technology**

**Lead Tape Operator**

Alpharetta, GA Tape Librarian

• Lead a team of three had to ensure backup jobs done within a timely manner.

• Ensure backup and archived tapes in the data center library were filed back.

• Received and sent out Disaster Recovery to off sites by interfacing vendors and contractors.

• Worked with enterprise storage solutions from the following vendors EMC, STORAGE TEK, IBM EQUIPMENT and inventory software.