Jake R. Girard
me@jakergirard.com

Skilled Tier 3 Systems and Network Engineer with experience providing comprehensive technical support to end-users and internal teams in a variety of fields including manufacturing, medical, food service, and financial. Seeking an opportunity which builds and utilizes these skills, ideally focusing on Systems and Network Administration.

Upserve by Lightspeed   **August 2019 - Current**
Providence, RI

Technical Operations Engineer
- Key networking resource for support, sales, and account management teams, providing as-hoc assistance for advanced networking configurations at client sites.
    o Assisting with solutions validation to ensure clients have the best experience possible with Upserve.
- Subject matte expert on all Upserve products (Upserve POS, KDS, Inventory, Networking, etc.)
    o Assist in improving documentation across the board for internal and external knowledge bases
- Liaison between support team members and product / engineering team on bugs, feature requests, and overall UX.
    o Writing JIRA tickers, managing customer communications, etc.
- Assist in developing and improving a support Chatbot to decrease support volume and improve customer support experience.
- Worked closely on a field-service project traveling around the country to provide in-person support for a new product release.

IT Support RI   **September 2016 – August 2019**
North Smithfield, RI

Systems Engineer – Tier 3
- Assist in maintenance of Windows server 2008, 2012, and 2016 systems, including Active Directory, DHCP, print services, file sharing, FTP, DNS, and SQL management.
- Extensive working knowledge of network cabling, structuring, termination, and certification.
- Perform maintenance and configuration for network hardware such as SonicWALL firewalls, Access Points, switches, printers, cameras, workstations, servers, etc.
- Managed day-to-day client relations as well as ensuring that high-level client specific software and hardware is operating correctly.
- Adept at interacting with owners of small to medium size businesses, in house IT Departments and all employees.

Support Engineer - Tier 1 & 2
- Support all account end-users, managing an average of 18 tickets per day and 20 phone contacts.
- Provide solutions to issues involved with a variety of software, VOIP, security, printers, servers, and user hardware.
- Provide first level support to clients to diagnose and resolve issues, escalating to senior team members where required.

Retail Store Manager
- Responsible for daily store opening and closing.
- Train and manage two residential bench desk employees.
- Sell and manage over 600 monthly user agreements, maintaining database of credit cards for reoccurring charges and contacting deactivated clients to reenlist.

Bench Desk Technician
- Understand a customer's need and sell hardware and software that will best serve their needs.
- Test applications and systems, backup data and communicate the best method of resolving issues to the customer.

Education:	CompTIA Network+ Certification	**January 2019**
	CompTIA A+ Certification	**November 2018**
	North Smithfield High School	**June 2016**

Software: JIRA, DataDog, SumoLogic, EloView, Meraki Suite, SonicWALL Firewalls, Unifi, Grandstream, VOIP Systems, VMWare ESXi, Windows Server, Linux, Networking, Office 365, Google Apps

Activities: Boy Scouts of America – Eagle Scout   **January 2015**
                 Outside of work I enjoy sailing, hiking, and I am an avid car & motorcycle enthusiast