**Daniel Jenkins**

2270 W 2650 S #133

West Haven, Utah 84401

Phone: 801 710 7169

Email: dclarkjenkins87@gmail.com

**Education/Certificates**

* Comptia Security+ certified
* Comptia Cloud Essentials+ certified
* Crucial Conversations certified
* Associate of Degree General Studies from Weber State University

**Skills**

* Understanding of computer/cell phone operations/technicals, including repairs to both
* Strong in peer to peer and customer conflict resolution
* Relationship building, both co-worker and customer

**Work History**

**November 2019 to May 2021 (approx. 3114 Hours)**

**Sienna Systems Hill AFB Roy, Utah**

**ITIL Change Manager (IT Specialist)**

* Ensures timely processing and approvals for change requests (CRs) and/or tasks for CMDB updates.
* Ensures all Ecosystem changes, problem tickets and CMDB updates are of a standard and consistent manner IAW change, configuration and problem management plans.
* Ran weekly CAB meetings to receive verbal confirmation of high risk change requests, creating and sending minutes to Change Coordinators and Leadership

**October 2018 to November 2019 (approx. 2253 Hours)**

**Pelatron Technologies Hill AFB Roy, Utah**

**Service Desk Technician**

* Installed, repaired, and performed preventive maintenance on PC's, printers, and related IT equipment.
* Performed installations, upgrades, and backups of software applications and operating systems.
* Created, maintained and deleted user accounts on a variety of Servers, following established security policies and procedures.
* Created and maintained documentation of troubleshooting / problem resolution procedures.

**February 2018 to October 2018**

**IRS Ogden, UT**

**Data Transcriber**

* Review documents for specific requirements necessary for processing. Processes current year and/or prior year individual and/or business returns and related information.
* Bring documents into compliance with the required format or initiate action to obtain or clarify information not otherwise available.
* Identify and properly route correspondence (e.g., letters, powers of attorney, etc) to appropriate function for processing.
* Perform original entry, character identification, and/or data validation functions.

**July 2016 to October 2018**

**OceanView Getaways Plain City, Utah**

**Travel Agent**

* Guided customers through small technical issues when viewing our agency website
* Supervised payments via credit and debit cards and handled all sensitive information with professionalism and discreteness.
* Provided exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel assignments.
* Arranged travel accommodations for groups, couples, executives and special needs clients.

**References**

* Ashley Hancey

Former Business Partner 435-512-0406

* Shawn Zimmerman

Disa Management 801-989-6757

* Trevor Jex

Professional Mentor 801-866-3202