

# Jordan Grindle

TECHNICAL SUPPORT SPECIALIST

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*"Knowledge has no limit. I apply this in my everyday life to always thrive in the technical industry I call home. Through hard work and dedication, I continue to cultivate a skill set that I can dutifully apply to a fulfilling career."*

## Education

### University of North Georgia

A.A. MAJORING IN COMPUTER SCIENCE

Gainesville, GA

Aug. 2008 - July 2010

## Skills

<b>Programming</b>	Javascript (Novice), VisualBasic, LaTeX, Python (Learning)
<b>Web</b>	HTML5/CSS, Postman
<b>Software</b>	Microsoft Office Suite, MySQL, Oracle VM
<b>Networking</b>	DHCP, LAN/WAN, TCP/IP

## Experience

### Askia, LLC

TECHNICAL SUPPORT SPECIALIST TECHNICAL OPERATIONS

Los Angeles, CA

Apr. 2015 - Present

- Manage client support queries utilizing Zendesk ticketing system.
- Assist Head of Sales by cultivating intuitive and customized software demonstrations.
- Provide specialized software training for new and prospective clients.
- Assistance in the creation and editorialization of articles to expand on product knowledge for ease of client use.
- Provide remote hosting support through VM Management/Server Monitoring.
- Utilize basic knowledge of web development and programming for numerous client consultation projects.

### Securitas Security Services

SECURITY OFFICER

Orlando, FL

May 2011 - Feb. 2013

- Maintained daily shift log and assisted in the prevention of crime in area while maintaining a safe environment.
- Performed mobile foot patrols of perimeters ensuring no trespassing, damage to property or breaking and entering occurred.
- Conducted field interviews and made reports of any and all incidents and reported activities to local law enforcement.

## Extracurricular Activity

### Community-based Network Media Server

MEMBER

Los Angeles

Jun. 2019 - PRESENT

- Gained expertise in creating and troubleshooting a community-shared media server utilizing PLEX and Docker.
- Trained numerous friends on port forwarding and firewall maintenance to troubleshoot network issues.

### Volunteer Computer and Networking repair

SOLE PROPRIETOR

Los Angeles

Nov. 2011 - PRESENT

- Gained expertise in numerous Windows and UNIX based devices troubleshooting common issues.
- Provided assistance in establishing and maintaining multiple SOHO networks for friends and family.