

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 - Jul, 2010

Skills

Programming	Javascript (Novice), VisualBasic, LaTeX, Python (learning)
Web	HTML5/CSS, Postman
Software	Microsoft Office Suite, MySQL, Oracle VM
Networking	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

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.

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.