Level 2 System Analyst Help Desk Support/Virtual Machine Support Level 2 System Analyst Help Desk Support/Virtual Machine Support Level 2 System Analyst Help Desk Support/Virtual Machine Support San Antonio, TX Work Experience Level 2 System Analyst Help Desk Support/Virtual Machine Support USAA/HCL - San Antonio, TX August 2017 to August 2019   Gained knowledge on Inventory and maintaining IT equipment, including, supporting printers and multifunction devices, remote networking, and troubleshooting network issues.   Developed my technical skills to support my attributes such as the ability to be coached, analytical thinking/problem solving, to gain knowledge in installing and configuring networking, implementing security controls, troubleshooting system-wide issues, routing, and preventing security breaches.   Gained knowledge on virtual machine and troubleshooting the networking issues. Security IT Associate Student New Horizons Computer Learning Center - San Antonio, TX April 2017 to April 2017   Developed my technical skills to support my attributes such as the ability to be coached, analytical thinking/problem solving, to gain knowledge in installing and configuring networking, implementing security controls, troubleshooting system-wide issues, routing, and preventing security breaches.   Stayed current on system information, changes, and updates, as well as security fundamentals, and managing certificates.   Gained knowledge on Inventory and maintaining IT equipment, including, supporting printers and multifunction devices, remote networking, and troubleshooting network issues. Music Teacher Athlos Premier Leadership Academy - San Antonio, TX February 2016 to January 2017   Educated students with basic music theory   Developed, established and conducted choir and band   Tutored students in math and helped in the class Music Teacher KIPP UPREP High School - San Antonio, TX July 2011 to June 2015   Developed, established and conducted the Concert Band/Jazz Band/Choir   Instructed music technology using computers and music to create music projects and commercials   Educated students with basic music theory Music Teacher SA School of Excellence - San Antonio, TX October 2006 to June 2011   Conducted and instructed the Band/Gospel choir   Instructed music technology using computers and music to create music projects and commercials   Educated students with basic music theory   Taught and coordinated a basic radio class Sales Associate Customer Service Representative Hermes Music - San Antonio, TX July 2000 to October

2006   Offer customer service to customers by providing product knowledge   Sold musical gear to musicians   Designed and rearranged store   Provide service to 10 customers daily   Increased sales each year by 10 percent Education Bachelor of Science in Information Technology in Information Technology University of Phoenix - Phoenix, AZ April 2019 Bachelor of Arts in Music in Music University of Texas - San Antonio, TX May 2004 Associate of Arts in Music in McLennan Community New Horizons Computer Learning Center - Waco, TX May 1999 Skills ACTIVE DIRECTORY, LAN/WAN, TCP, TCP/IP, VMWARE Links http://linkedin.com/in/jerry-jones-3496a221 Additional Information SKILLS Technical Skills: Operating Systems: Mac OS, Windows 7/8.1/10, Windows Server 2008/2012 R2   Programming Languages: Java, HTML, JavaScript, CSS Windows Server: Window Server 2008, 2012, Active Directory   Network Technologies: OSI & TCP/IP Models, Network Mapping, Traffic Analysis, LAN/WAN, Wireless, SNMP   Security: Cryptography, Malware Analysis, VPN, IDS/IPS, Honeypots, Firewall, Protocols, Backup/Recovery Plan   Hardware: Computers, Laptops, Printers, Faxes, VoIP, Mobile Devices, Switches, Routers, Hubs, Projectors   Software/Applications/Tools: Microsoft Office Suite, Microsoft Project & Visio, VMware, Wireshark, Snort, NMAP, BitLocker, MacAfee, Remote Desktop, Dreamweaver   Soft Skills   Strong communication skills Consistent work performance Follows through on commitment Tackles challenging tasks Skilled in Customer Service Maintained Analytical Skills

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