

JR Jones Roofing JR Jones Roofing Houston, TX Work Experience JR Jones Roofing Houston, TX
2018 to Present * Quotation support and order entry * On-Site customer appraisals * Scheduled
and coordinated all customer events * Customer-centric solution creator Business Analyst MRE
Consulting - Houston, TX 2016 to 2017 * Technical Customer support * Created training scripts for
gas logistics * Staged data in Aligne software for gas settlement training which includes nominating,
confirming, scheduling, and allocating * Built gas logistics training videos using Adobe Captivate for
internal and external users Systems Network Administrator The Lab Consulting - Houston, TX 2014
to 2016 * Set-up companywide users and polices using active directory from the ground up *
Managed desktop, laptop, and printer support for external customers * Developed IT security
measures to better protect internal servers * Resolved all technological related issues IT Help Desk
FM Systems - Raleigh, NC 2014 to 2014 - 2014 * Set-up users and polices * Desktop and laptop
support * Set-up Microsoft Hyper-V's and other Virtual machines for clients * Configured
client/customer IP's and created domains Education Bachelor of Science in Information Technology
and Security in Information Technology and Security Campbell University - Morrisville, NC 2010 to
2012 Associate Degree Wake Tech Community College - Raleigh, NC 2004 to 2007 Skills Active
directory, Firewalls, Networking, Tcp/ip, Tcp Additional Information * Specifically trained in network
and system security * Proficient with multi-tier network architectures * Critical thinker, quick learner,
and interpersonal * Excellent communication and written skills KEY SKILLS * Languages &
Scripts: C++, Visual Basic, Cache, HTML, CSS, JavaScript, XML * Systems: Windows (all) *
Networking: LANs, WANs, VPNs, Firewalls, TCP/IP, Active Directory * Hardware: Servers,
Switches, Routers * Software: MYSQL, Microsoft Office 2003-2013, Microsoft 365, Adobe
Captivate, SharePoint, Webroot Endpoint Protection, Salesforce

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