Jordan T. Walker
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IT Professional seeking a Product Specialist position that will leverage technical and customer service skills to help create and improve *solutions which customers enjoy.*

IT EXPERIENCE

City of Elk Grove, Elk Grove, CA   **07/2012 to 04/2014**
Information Technology Technician
- ▪ Configured and supported SharePoint 2010 site pages
- ▪ Troubleshot Network/Wireless connections
- ▪ Troubleshot software and hardware issues
- ▪ Responded to telephone calls, emails and personnel requests for technical support with 300+ city users
- ▪ Set up network based printers
- ▪ Imaged and deployed Windows 7 and Windows XP computers using KACE Deployment Center
- ▪ Created Help Desk documentation for step-by-step procedures to resolve specific issues
- ▪ PC hardware repairs (memory upgrades, hard drive and CD drive replacement)
- ▪ Set up and configured computers for new hires and contract workers
- ▪ Performed inventory management of computers and Cisco Phones
- ▪ Troubleshot Network/Wireless connections
- ▪ Set up A/V equipment for City Hall meetings

Gulf Coast Health Care, Pensacola, Fl   **10/2010 to 05/2012**
Help Desk Support II
- ▪ Troubleshot software and hardware issues with Mac and PC Systems
- ▪ Updated intranet site with HTML
- ▪ Configured LAN/WAN on new desktops and laptops
- ▪ SQL database administration (Creating tables, running back-ups)
- ▪ Implemented and configured Sharepoint 2010 on 2008 R2 Server
- ▪ Responded to telephone calls, emails and personnel requests for technical support with 1500+ users
- ▪ Configured and activated Verizon ipads/iphones via Air Watch
- ▪ Set up network based printers
- ▪ Imaged new computers using Windows 7 and Windows XP
- ▪ Created Help Desk documentation for step-by-step procedures to resolve specific issues
- ▪ PC hardware repairs (memory upgrades, hard drive and CD drive replacement)
- ▪ Configured file permissions and security for shared folders and resources
- ▪ Created and updated guest servers via vmware (Vsphere Client)

Cable Plus PC*, Norcross, GA*   **12/2008 to 0***5/2009*
PC Technician Intern
- ▪ Built new computers to customer specifications
- ▪ Troubleshot Windows/Mac Operating Systems and other software
- ▪ Network troubleshooting
- ▪ Virus removal
- ▪ Repaired various computer hardware components
- ▪ Installed and configured servers

TECHNICAL ENVIRONMENT

Software/Web Technologies: HTML5, CSS3, Javascript, Mac OS X, Microsoft Windows Server 2003/2008, Linux, Citrix, Sharepoint 2010, SQL 2008 R2,

Hardware: Hubs, Servers, Network Printers, Wireless routers, Laptop/Desktop, Android devices, IP Phones, Ipads, Iphones,

CERTIFICATIONS/AWARDS **MCTS (Microsoft Certified Technical Specialist) 02/2009**
MCP (Microsoft Certified Professional) 04/2009
Service Excellence Award (City of Elk Grove) 2/2014