**Jermaine A. Davis  
Mobile (971)216-9148**

**OBJECTIVE**

Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills within a Help Desk support role.  Works well independently, or in a group setting providing all facets of computer help desk support such as troubleshooting, installations, and maintenance.  In-depth knowledge and understanding of numerous software packages and operating systems.  Skilled in providing Customer and End-User Help Desk Support.  Easily identify and resolve technical issues and concerns. Excellent communication and presentation capabilities.

**SUMMARY OF QUALIFICATIONS**

* Excellent knowledge of working of Microsoft Windows platform.
* Expertise in repairing, maintaining and upgrading system hardware and software. .
* Ability to assist staff with installation, configuration and usability of desktop computers.
* Take initiative in implementing new technologies and ability to work within team or individually.
* Good communication skills and ability to resolve end-user requests.

**CORE COMPETENCIES:**

New & Emerging Technologies Testing & Troubleshooting Application Administration Systems & Network Upgrades Windows & Mac Platforms Systems Integration/Migration User Training & Support Tools Disaster Recovery Planning Problem Identification/Analysis Network Connectivity Issues Client Needs Fulfillment Business Process Optimization

**TECHNOLOGY SUMMARY:**

***SOFTWARE***:

* Windows XP/Vista/7
* Microsoft Office
* Image Burn
* 3DS MAX
* Disk Investigator
* Helix 2008 Ver.2
* Norton Anti-Virus
* McAfee Anti-Virus
* Norton GHOST
* Drive Copy
* Remote Desktop
* Adobe CS3
* JDE
* SAP
* Auto CAD

***HARDWARE*:**

* IBM compatible PCs,
* Workstations
* Ethernet & Token Ring Protocols
* Mother Boards
* Video & Sound Cards
* Monitors
* CD-ROM Drives
* Memory Chips
* IDE/EIDE/SCSI Hard Drives & Other devices
* SCSI Controller Cards
* Optical Drives
* Scanners
* Printer

**EDUCATION**

***Mt. Hood Community College 01/10- Present***

* **Computer** **Information** Systems: Networks and Operating SystemsAssociate of Applied Science Degree

***Networking***

* Implement a LAN for an approved network design
* Configure a switch with VLANs and inter-switch communication
* Implement access lists to permit or deny specified traffic
* Implement WAN links
* Configure routing protocols on Cisco devices
* Perform LAN, WAN, and VLAN troubleshooting using a structured methodology and the OSI model

[***Computer Maintenance and Forensics***](https://my.mhcc.edu/ics/Academics/1178/CIS145A__UG11/WI_2012_UNDG-CIS145A__UG11_-01/)

* Computer Repair
* Computer Build
* Anti-Virus
* Spybot
* Disk Investigator
* MD5 Hash
* Image Burn
* Recovery & Restoration
* Disk Erasers
* Data Eraser
* Live CD’s
* Drive Imaging

[***Operating Systems***](https://my.mhcc.edu/ics/Academics/1178/CIS140__UG11/WI_2012_UNDG-CIS140__UG11_-01/)

* Operating system concepts, data storage concepts, directory structure and navigation, file creation and manipulation, file processing, redirection, file access, communication tools, and printing.

[***Computer Security***](https://my.mhcc.edu/ics/Academics/1178/CIS284S__UG11/WI_2012_UNDG-CIS284S__UG11_-W1/)

* Access Controls
* Cryptography
* Networking Infrastructure
* Network Attacks
* Network Security
* System Security
* Application Security
* Organizational Security
* Security Policies

***Information Storage and Management***

1. Networked storage technologies and long-term archiving solutions, information security and the emerging field of storage virtualization technologies.

**EXPERIENCE**

**Fix it Nerd Portland, OR 08/11 – 06/12 - Present**

* Backing up Data
* Hard Drive Installation
* Hard Drive Maintenance
* Upgrading Memory (RAM)
* New Expansion Card
* Updating Device Drivers
* Virus Removal
* Data Recovery
* Password Recover
* System Recovery (Boot)
* Disk Imaging
* Wireless Network Security

**INFO GROUP NW (OHSU Contact Position) Portland, OR 06/12 - 01/13**

* Deploying and installing the new CISCO phone network
* Programing CISCO phones for custom use on desktops
* Imaging and Deploying Dell desktops
* Providing technical to new CISCO phone customers

**MICROPUMP Vancouver, WA 12/10 - 05/11**

* Working with SAP Database managing enterprise application software for enterprise data warehouse solution
* Working JDE Database managing software and solutions
* Working with MS Outlook maintaining communication with a team structure environment
* Shipping & Receiving products while upholding company polices