Alexander John

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CAREER OBJECTIVE

To further expand my professional work and engineering experience by implementing original ideas, offering support, and solving sophisticated problems.

TECHNICAL SKILLS

Language Experience

HTML, CSS, JavaScript, Ruby, Java

Operating System Experience

Windows, macOS, iOS, Linux, Android 8.1

Software Experience

Microsoft Office, iWork, Adobe CC Suite

Hardware Experience

iMac, MacBook Air, MacBook Pro, Various Windows devices, Various Android devices

Certifications

Google IT Support Professional Certificate - Link

PERSONAL PROJECTS

My programming exercises are hosted on GitHub at https://github.com/alexander-john and my personal webpage can be viewed at https://alexander-john.github.io.

RECENT EXPERIENCE

Associate Services Technician   **Jan 2018 - April 2018**
Emtec Inc, Jacksonville, Florida

- Maintained a 85%+ resolution rate.
- Applied remote desktop assistance if needed to troubleshoot common problems.
- User population included 70% Windows (7-10), and 40% macOS (Sierra / High Sierra).
- Escalated more complex issues to the Systems Administration or IT Management team.
- Worked in a team of 2, provided Tier 1 technical support for 600+ corporate users in the field.
- Provided remote technical support for operating system, hardware, software, network and mobile issues in addition to unique application support, password re-sets and administrative permissions.
- Analytically troubleshot technical issues and documented user solutions through the use of an in-house ticketing system.

Wireless Asset Management Analyst   **Feb 2017 - Aug 2017**
New York City Administration for Children's Services, New York City, New York

- Conducted OS upgrades from Yosemite to Sierra.
- Technical support was primarily walk-up, in-person support.
- Opened and managed trouble tickets in Magic Service Desk.
- Worked in a team of 4 supporting 600+ on-site corporate users.
- Created and organized spreadsheets for decommissioned equipment.
- Imaged, configured and setup various laptops, smartphones and tablets.
- Replaced hardware and troubleshot OS issues with iMacs and MacBooks.
- User population included 70% Windows (7-10), and 40% macOS (Yosemite / Sierra).
- Was responsible for research and resolutions of historical asset records that were unclear.
- Issued, copied, sorted and manually led contract agreements for devices and remote services.
- Assisted other wireless asset team members with tagging and scanning of equipment to inventory.
- Provided technical troubleshooting and support for a wide range of IT assets including VoIP and mobile phones, laptops and desktops (Windows and macOS), and tablets (iPads, Samsung Galaxy, Microsoft Surface).

ADDITIONAL EXPERIENCE

IT Specialist Intern   **Jan 2016 - Nov 2016**
Computer Hardware Technician Intern   **Sep 2015 - Jun 2016**