

Alexander John

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OBJECTIVE

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

TECHNICAL SKILLS

Language Experience: HTML, CSS, JavaScript, Ruby

Operating System Experience: Windows, macOS Sierra, iOS

Software Experience: Microsoft Office, iWork, Adobe CC Suite

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>.

PROFESSIONAL EXPERIENCE

Associate Services Technician

Jan 2018 - Current

Emtec Inc, Jacksonville, Florida

- Troubleshoot user issues over voice.
- Document user solutions through ticketing system.
- Escalate appropriate issues to administrative positions.
- Apply remote desktop assistance if needed to troubleshoot common problems.

Wireless Asset Management Analyst

Feb 2017 - Aug 2017

New York City Administration for Children's Services, New York City, New York

- Processed requests for various assets.
- Configured and setup smartphones, laptops and iPads.
- Created and organized spreadsheets for decommissioned equipment.
- Responsible for research and resolutions of historical asset records that were unclear.
- Issued, copied, sorted and manually filed contract agreements for devices and wireless services.
- Assisted other wireless asset team members with tagging and scanning of equipment to inventory.

IT Specialist Intern

Jan 2016 - Nov 2016

New York City Human Resources Administration, Brooklyn, New York

- Worked hands-on to solve computer hardware and software issues.
- Assisted System Administrators with troubleshooting multiple work stations.
- Maintained a web database application of multiple users and their work sites.
- Developed an interns manual to assist incoming interns in working with specific web apps.
- Worked within a team of IT Specialist to solve, manage, and distribute incoming ticket incidents.

Computer Hardware Technician Intern

Sep 2015 - Jun 2016

City Polytechnic High School of Engineering, Architecture, and Technology, Brooklyn, New York

- Worked alongside the lead school Network Engineer.
- Built and setup workstations for teachers to maximize work efficiency.
- Assisted with hardware assembly, repair and configurations for various devices.
- Installed and configured Chromium OS onto multiple computers for optimization.
- Worked within classrooms and assisted teachers with implementing their technical lesson plans.