Jack Wilson

**Education:**

* Columbus State College – Columbus, OH

Associates in Computer Science

* South Suburban College – South Holland, IL

Windows Server 2008 RS and Windows 7

**Certifications & Training:**

* ITIL Foundation (2019)
* CompTIA Network+
* Microsoft Certified Professional
* Network Technician Certification
* Cisco Certifications: A+, Network Fundamentals, Routing Concept and Protocols, LAN Switching and Wireless, Accessing the WAN

**Summary:**

* Results-oriented professional with more than 15 years of experience in customer-driven, technological industries.
* Expert troubleshooting skills with effective communication, quality control and accurate needs assessment abilities to consistently contribute to increased productivity.

**Technical Skills:**

* Printer & A/V equipment management/set-up
* Network Troubleshooting
* Active Directory
* VPN Configuration/Troubleshooting
* PC Design, Build, Repair
* Windows XP, 7, 10
* Microsoft Office 365
* Ticketing Tools
* SCCM

**Professional Experience:**

**Railroad Retirement Board Chicago, IL**

**Service Desk Analyst November 2018 - January 2020**

* Provided Level 2 C-Level Executive and end-user support via walk-up, email, phone, skype, and remotely
* Assisted with asset tracking, troubleshooting network connectivity issues, and setting up new printers/PCs
* Add/remove users from groups, assign/move users to groups, reset passwords, etc. via Active Directory
* Supported and troubleshot issues related to Office 365 and Outlook
* Responsible for software/hardware testing, installation and PC builds
* Provided Level 2/3 software installation and troubleshooting
* Onboarded and offboarded User's within Active Directory and SCCM
* Utilized SCCM to remote into devices, image, and push out applications
* Monitored helpdesk ticket, phoneline, and email.

**Pomeroy/Sherwin Williams Project Chicago, IL**

**PC Technician August 2018**

* Identify the Primary and Secondary server stations.
* Replace the Old Secondary server with New Secondary server.
* Powering down all client PCs at the store.
* Begin back up of Old Primary server.
* Replace the Old Primary server with New Primary server.
* Restore files to New Primary server.

**Cargill Hammond, IN**

**Level 2 Field Services Technician August 2014 - July 2017**

* Responsible for network printer troubleshooting, local printer setups for Network L2, switchport stack install, L3 router, Servers, ATT Aircards, Cisco network interface modules, patch panels, wireless AP points.
* Involved in Troubleshooting of RF Guns, Putting them on the network.
* Added/removed devices from different departments, create/remove users, assign groups via Active Directory
* Performed 2nd level service for EU, using BMC Remedy. Deploy, Install or Reimage Win7/10 OS by DVD, USB or PXE, build image using OSD and AppCat. software depository
* Coordinated HP printer deployment project, Dell desktops, laptops, tablets
* Tier 2 Field Service support to remote and on-site locations and responsible for 1 regional Hub and 5 spokes all in person servicing 472 device.
* Performed all duties within a SLA agreement time frame.i.e IMAC and IMACD

**Ford Motor Company Chicago, IL**

**Windows 7 Migration Technician September - November 2013**

* Pre-configuration of customer PC base on dept.
* Migrating user state, settings, and data using USMT
* Updated user external devices servicing 133 devices

**Seton Academy South Holland, IL**

**Internship January - May 2013**

* Provided PC resources to 297 students and 18 teachers
* Updated bio's and remove unwanted programs
* Upgraded hardware and peripherals
* Printer maintenance and troubleshooting

**Chase Bank Chicago, IL**

**Tech Lead April 2011 -April 2012**

* Provided network administration to include LAN troubleshooting and resolution
* Installed, configured, monitored, troubleshoot PCs and related hardware on OS platforms
* Collaborated with telecommunications team to troubleshoot errors, applied, reactive or proactive solutions
* Provided technical solutions to 320 laptop user and desktop.

**Advantage Technical Resources Chicago, IL**

**Desktop Support II November 2010 - February 2011**

* Set-up, Installed, and Configured Windows 7 for U.S. Senators in Illinois and Indiana
* Installed and configured Dual-Monitors for Smith Barney ensuring all monitors are working properly and software updates
* Communicated with project team using Quality Control methods and forms