

Damyon Jackson

Field Service Technician

Houston, TX 77088

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Authorized to work in the US for any employer

WORK EXPERIENCE

IT Consultant/Technician - Independent Contract

Chase Financial Group - Houston, TX - September 2016 to Present

- Analyze their IT systems and structure for problems or areas of improvement.
 - Recommend updates to both software and hardware for both desktop, networking, and security.*
 - Implement the approved list of improvements.
 - Train the staff to use the new equipment as well as basic problem solving.
 - Follow up and maintain the systems.
- * Desktop hardware and software, networking equipment (router, switches, APs, security equipment (CCTV and IP cameras with DVR).

Contract Employee

Technip - Houston, TX - May 2015 to Present

- Maintained the Xerox copiers as well as break/fix repairs
- Monitor and control the Equitrac server and the four print servers
- Develop IT helpdesk and server management skills
- Streamline the print management process

Field Service Tech

Dahill - Houston, TX - July 2014 to Present

- Service and support office equipment for clients and their businesses
- Manage cost efficiency for clients' equipment and supplies
- Install equipment including copiers, network connectivity, and scan to email
- Level I IT help and setup

Technician

Bass Computers Inc - Houston, TX - April 2013 to July 2014

- Repair and maintain desktops, laptops, and tablets
- Install and configure new hardware
- Installing and migrating software
- Over the phone troubleshooting of users' desktops and laptops

DocuCare Technician & Mail Clerk

Xerox - Houston, TX - May 2012 to December 2012

- Repairing Xerox machines and ordering service parts
- Assisting in large scale print jobs
- Sorting and delivering office supplies, paperwork, and mail

Repair Technician

Affordable PC Repair - Huntsville, TX - July 2011 to December 2011

- Installed, repaired, maintained, and upgraded desktop and notebook computers
- Built custom computers for special orders
- Removed computer viruses and malware
- Reloaded Operating Systems
- Troubleshoot and solved miscellaneous computer issues
- Provided solutions and technical guidance to clients facing technical issues and difficulties

EDUCATION

High School Diploma in Computer Engineering

Carver Magnet High School - Houston, TX

2009

Computer Science

Sam Houston State University - Huntsville, TX

SKILLS

HTML 5 (1 year), CSS3 (1 year), Desktop Support (5 years), Technical Support (3 years), Network Management (Less than 1 year)

LINKS

<https://www.linkedin.com/in/damyon-jackson-865aa06b/>

ADDITIONAL INFORMATION

I am currently studying for the MCSA certification and I am a semester away from earn my Associates in Management Information Systems.