Damyon Jackson

Houston, TX 77088
damyonjackson@gmail.com - 8327604163

Authorized to work in the US or abroad

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.
- System Maintenance.

* 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

Management Information Systems
Lonestar Community College – Houston, Tx
In Progress (expected Spring 2017)

SKILLS

HTML • CSS Level I IT Help and Support • Equipment Repair • Helpdesk • Desktop Support (5+ years) • Network Installation (Home and Small Business) • Basic knowledge of Java programming

LINKS

https://www.linkedin.com/profile/view?id=250533581

ADDITIONAL INFORMATION

Currently studying for MCSA: Windows Server 2012 R2