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## Jessica Davis

(864) 597-9450

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### SUMMARY

Highly engaged IT technician with over 10 years of customer service experience. With knowledge of technology in a manufacturing and office setup. I have experience with many types of software (Autopsy, WireShark, Snort, etc) and hardware (CISCO and Extreme switches and routers, Aruba APs, and Dell Servers)

### SKILLS

- Experience in multiple applications; including QuickBooks and EPIC
- Experience with customer service for 10+ years
- Experience with working and troubleshooting Microsoft O365
- Experience with HIPPA's practices and protocols

### EXPERIENCE

#### **IT Technician, Auriga Polymer, Spartanburg, SC, 2021-Present**

- Troubleshoot computer hardware and software
- Troubleshoot initial cybersecurity issues and forwarded to proper personnel
- Work with T-Mobile/Verizon to troubleshoot and maintain the company account
- Troubleshoot networking issues
- Work with license server to set up employee IDs and assign appropriate licenses
- Activate and deactivate client's profiles as designed by the network protocols
- Work with Dell, Apple, Brother, and HP products.

#### **Hearing Screener, Mednax, 2020- Present**

- Work with Natus equipment to screen newborns
- Maintain and troubleshoot any parts on the Natus not working properly

#### **Administrative Assistant, SPARTA Transit, 2017-2021**

- Work with Microsoft Office applications to maintain all office functions.
- Trouble-shoot issues with the coin receptacles on buses to make sure they were running properly
- Work with TVM (Ticket Vending Machine) to trouble-shoot and maintain function.

#### **Office Manager, Bill Kirkland Heating and Air Conditioning, 2012-2017**

- Work with Microsoft Office applications to maintain all office functions
  - Work with QuickBooks to track payroll, Accounts Payable and Receivable.
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- Work with local government to keep permits up to date.

## **EDUCATION**

### **Middle Georgia State University**

Bachelors in Science (CyberForensic) May 2026

### **Spartanburg Community College**

Associate in Applied Science (Networking/Cybersecurity) August 2023

### **Greenville Technical College, Greenville, SC**

Associate in Science, December 2020

## **HONORS AND ACTIVITIES**

- Notary Public
  - CPR/AED certified
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