

Jack Sayre
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OBJECTIVE:

Versatile IT Professional with extensive experience in technical support, systems administration, and application troubleshooting across enterprise environments. Skilled in supporting end users, managing infrastructure, and resolving complex technical issues involving Active Directory, ServiceNow, PowerShell, Cisco networking, and Windows/Linux systems. Background in full stack development (JavaScript, React, Node.js) brings a unique advantage in understanding and debugging application-level issues.

TECHNICAL SKILLS:

Applications: Active Directory, VMWare, Cisco Call Manager, Cisco Unity Connection, Microsoft 0365, MS Exchange (on prem/Cloud), SharePoint, SCCM, VNC, WINSCP, Bitlocker, Remedy, Citrix, Symantec Ghost 32/pcAnywhere, ServiceNow, Bomgar, Cherwell, RDP, PowerShell, SolarWinds

Operating Systems: Windows Server 2003 and 2008, Windows 11/10/8/7/Vista/XP, Linux

Network: OSI, TCP/IP, cabling, LAN/WAN, IPv4/v6, Cisco Routers, CODEC G.711/G.729

Hardware: Imaging/replacing hard drives, RAM, chassis, video cards in desktop and Point of Sale systems and servers, CISCO IP telephony systems, Cisco Catalyst switches

GENERAL SKILLS:

- Excellent problem-solving and communication skills
- Experience in project management
- Experience leading teams
- Maintains quality and efficient time management in a fast-paced environment
- Strong oral and written communication skills
- Problem-solving and Solution retention
- Quickly and easily adapt to new environments
- Able to handle multiple projects simultaneously and bring them to completion in a timely and cost-effective manner
- Ability to explain technical solutions clearly to end-users with varying levels of IT knowledge

PROFESSIONAL EXPERIENCE:

July 2022 – August 2025 (Persevere) Instructors Assistant (Full Stack)
Goodyear, AZ

- Collaborated with the development team to build and maintain full-stack applications using JavaScript, Node.js, and React
- Developed RESTful APIs using Express.js
- Implemented responsive and user-friendly front-end designs using React and other front-end libraries
- Collaborated with the development team to troubleshoot and resolve issues

- Participated in daily stand-ups, sprint planning, and retrospectives
- Contributed to the maintenance and improvement of existing web applications
- Gained experience with version control using Git

July 2019 – August 2022
Phoenix, AZ

(Televerde)

Service Desk Analyst L2

- Provided technical support for Salesforce, O365, and Active Directory, resolving issues related to CRM systems and user productivity
- Configured and maintained infrastructure components such as servers, workstations, and wireless networks
- Documented problems, solutions, and outcomes for training and reference purposes
- Trained users on IT tools and troubleshooting techniques, enhancing technical proficiency
- Assisted in configuring hardware upgrades and installations, ensuring seamless integration into the network
- Collaborated with network engineers to optimize and troubleshoot connectivity issues in virtual environments (Citrix)
- Monitored system performance metrics to identify bottlenecks and improvements

April 2018 – August 2018
Lihue, HI

(Marriott Vacations Worldwide)

Lead Systems Support Analyst

- Daily operational support of IT systems for all software, hardware, networking related issues including but not limited to: end user desktops/laptops/mobile devices, print servers, and CISCO networking devices
- Maintained Active Directory Build OU's for all new/re-imaged computers on the domain
- Installed networking IDF closets (Cisco UCS Blade fabric interconnected switches)
- Supported and configured Windows 7/10/2008(server) images for multiple sites, utilized AD/group policy to support and secure clients, including regional settings, registry settings, and SCCM client install startup scripts
- Support of BitLocker encryption key storage, backup, and recovery
- Ensure all IT support of project-related efforts were properly addressed

Summer of 2018
Scottsdale, AZ

(CVS)

Network Analyst (Cisco VoiP)

- Configure voice gateways, correct dial-peer issues, resolve route pattern issues
- Install, maintain, and upgrade of Cisco Call/Communications Manager software, hardware setup and testing, remote monitoring, and integration with other enterprise applications (Unity/Unity Express)
- Experience with Cisco Unity and LDAP synchronization
- Implement, support, troubleshoot, and upgrade of VoiP systems
- Maintain smooth operation of a variety of networks

May 2016 – May 2018
Scottsdale, AZ

(loanDepot)

Senior Desktop Analyst

- Remote/desktop support for desktop OS and virtual environments of Windows 7/10/2008 including but not limited to MS Office, Citrix, Interaction Desktop phone client, web browsers, network drive mapping, malware removal, printer servers, file server restores

- Exchange/Office 365 support, maintenance, and administration (account provisioning, migration from Exchange to O365, distribution group/shared mailbox creation)
- Utilized SCCM for software deployment (applications and Windows Updates), new hardware OS installs, and re-imaging of corrupted desktops/laptops operating systems
- Handled escalations with deployment issues, desktop software conflicts, and client health issues
- Active Directory account management support for 5,000+ users
- Created PowerShell scripts to streamline new hire on-boarding process by eliminating manual user configuration of Active Directory GPO's
- Creation and maintenance of training documentation

March 2015 – May 2016
Costa Mesa, CA

(El Pollo Loco)

Help Desk Analyst II

- Extensive knowledge troubleshooting MICROS hardware POS systems and peripherals
- Remote support for Windows based POS and BOH systems
- Networking/DSL hardware troubleshooting (Cisco Routers, modems, and switches)
- Client/server software application and hardware support for over 440 locations
- Revamped system wide documentation including Training Documents, Troubleshooting Guides, Hardware Specifications page, driver updates
- New Restaurant Openings
 - Serve as first point of contact for onsite engineers
 - Imaging/staging of all servers and terminals with up to date software configuration
 - Set up new user domain accounts (SSO, Active Directory, MS Exchange email accounts)
 - Work with cross functional departments to ensure NRO in a timely and efficient manner

December 2012 – February 2014
Irvine, CA

(Taco Bell)

Service Desk Analyst L2

- Restaurant level IT support and troubleshooting for over 6,500 locations
- Remote support for Windows based POS systems
- Back of house systems support (Linux environment. Correction of database errors, end user error, hardware diagnosis, and peripheral troubleshooting)
- Networking and DSL troubleshooting
- Back of house PC initialization (Verifying software application, data entry, ensuring in-store network connectivity, and actively updating restaurant management)
- Web Application support
- Provided detailed instructions for onsite technicians via phone and email communication

EDUCATION and CERTIFICATIONS:

Full Stack Web Development – Persevere

CCNA, Collaboration – Cisco Learning Network (In progress)

CIW Web Design Specialist (Certification ID#: 644881 – Irvine Valley College (Irvine, CA)

Associates of Science, Computer Networking Systems – ITT Technical Institute (Corona, CA)