**Jason D. Atkins**

**11c Crawford Street \* Bondsville, Ma.\* (413)283-8107 \* (413) 668-5292\*** [**jnpatkins@yahoo.com**](mailto:jnpatkins@yahoo.com)

Actively seeking, for a career in an IT company, that who will allow me, to show my talent’s, of what I have gained throughout my education, and within my working field. I am a, Team Leader, Fast Learner, Self Starter, and Disciplined, along with being knowledgeable on how to give outstanding, Customer Service.

**EDUCATION**

**ITT Technical Institute – Norwood, MA**. **Graduated**  **October 5, 2010** **Associate of Science Degree in Information Technology – Computer Network Systems**

**My Accomplishments**:

**Project Manager**: Organizer of the group, to where, we incorporated a small Tech Company. Our presentation we gave, was on, new technologies in medical software. Along with, the blueprinting of the wiring setup, for the office`s, and along with the security installations, and protocols.

**Leader in Group Dynamics**: Forerunner, and creator of a scavenger hunt, which involved in the creating a list of clues, in which ended, in the findings of a prize.

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| |  |  | | --- | --- | | **Networking**   * TCP/IP & LAN/WAN Protocols. * Network Systems Management. * Network Development. * GUI Applications.   **Operating Systems**   * Windows 98/2000/XP/Professional/Vista. * Windows Server 2003/NT/Win 7 * Linux/Unix/Active Directory.   **Hardware**   * Install and repair Zebra printers. * Installation, testing and troubleshooting. * Handheld devices/Cisco routers.   **Software**   * Microsoft Word 12, X5, Excel, PowerPoint, Access, Outlook, Publisher, Visio. * Adobe Photoshop/UPS and FedEx.   **EXPERIENCE:** | **Technical Support/Customer Service**   * Tier 1 and Tier 2. * Troubleshoot hardware/software/Network. * Software installation support/Remote Access. * Phone and e-mail support/codes AV/IT.   **Development**   * SQL database/Crystal Reports   **General**   * Project Management/Retail Management * Verbal and written communication skills. * Public speaking/Spanish language. * Team Leader/Team Building. * Micro Economics. * Analytical/Documentation. |   **JC Penney Holyoke, Ma.** **4/2011 - Present**  *Commission Sales Consultant*   * Proactively handle large amounts of the customer, in a first come basis’s, along with helping other customers in the same timely manner. Explain to them the structure, and fit of the footwear, that they are interested in for purchase. Along with maintaining the AOR`S, stockroom and inventory. Held diamond, in Magazine Sales, and Credit Card Applications, and also Pennies Four Heaven Campaign for the Y.M.C.A.   **InSource/CompuCom/T.D. Bank Wayne, Pa. 7/2011-Present**  *P.C. Technician*   * Installation of new hardware and software upgrades. Along with new scanner, and thin client readers, and printers, for the T.D. Bank/ T.D. Insurance project. Provide level I, and II support, and utilizing my troubleshooting skills, in order to determine how to pro actively identify, and research, and resolve, and document technical issues that happen to arise. Develop, and maintain, positive working relationships.Expand, and modify system, to serve new purposes to help with the improvement of work flow.   **Peak Systems/DELL N.Y. N.Y. 2/2011-4/2011**  *Desk Top Technician*   * Software, Hardware refresh, along with installs, for Securitas Security LLC. Review and analyze computer printouts and performance indicators to locate code problems, and correct errors by correcting codes.   **TD Bank /Contemporary Staffing Springfield, Ma. New Jersey** **1/2011 – 3/2011**  *Computer Analyst*   * Create, and maintain logins for database, along with resets of passwords. Maintained, strong commutation amongst the IT and Banking personal. Prioritized key issues, and drive resolution. * Novel, Lotus 1, 2, 3, and Cisco Citrix Proxy Server. Maintained a high level of security. Manage strong data, and process integrity. Provide level 1 support, and utilizing troubleshooting skills in order to determine how to proactively, identify, research resolve, and document technical issues that arise. Consulted, with management, to ensure agreement on system principles.   **SmartSource Inc. /Advantage Federal Resourcing MA. VT. N.H. N.Y. CT. 8/2010 – Present**  *Desk Top Technician*   * Head Technician, in the Home Depot project. Thant did included, traveling to different locations, to install, Rack Shelving, regarding of IP phones. * Configured printers, and mobile phone`s /create maintain logins for database/Password resets, and Ethernet patch panel. * Installed televisions, and kiosks, for AT&T. Flat screen monitors, for Verizon. Configured, and set up all systems for audio, and video, and cables. * Ensured all scan codes coordinated with user and network administration permissions. Performed a variety of installations. Maintenance tasks on selected infrastructure, and application servers, that including security patches, and application upgrades such as, BIOS/Firmware, and VMware ESX 3.x to 4.x Migrations, and Sonic Wall`s, and wireless access point.   **Aetna Insurance/CompuCom Services /Insight Global**  **Hartford Ct.** **10/2009 –03/2010**  *Desk Top Technician*   * Disconnecting, and reconnecting, all Desktops, and Laptops, and Printers, and Copiers. Supported in the move to their new building. Ensured all scan codes coordinated with user, and initial set-up for all new Avaya phones.   **McKesson Medical and Surgical**  **Northborough, Ma.**  **3/2005-10/2008**  *Packer Specialist*   * Packing, and picking of medical supplies, and operated E-1 for locating product to scan for UPS, and FedEx, and along with put-a-ways. * Operated forklift, and cherry picker. Supported in the converting of other depots for closing, and relocating. * Inventory Control, and Warehouse logistics/Able to lift 70 lb. * Lead fright, and replenishment teams. * Trained, and coached other team members on shift. * Maintained a safe work environment, and along with equipment. |  |

**MILITARY EXPERIENCE**

**MILITARY POLICE/ SECURITY**  **1993-1995**

Department of Defense (Air Force) Lackland, A.F.B. USA R.A.F. Lakenheath U.K

* Provided security for primary resources, conducted security checks, at check points on flight line.
* Participated in simulated disaster preparedness.
* Transported convicted military personnel to confinement.
* Discharged, with holding Honorable.

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