

# Jeyfrem Ahumada

## Certificates & Education

A+

> CompTIA

### Google IT Support Fundamentals

> Google | Coursera

### Emerging Leaders

> UNCC

### Competence in Language Interpreting Eng/Sp

> LanguageLine Academy

### Associate's in Art

> SPCC (ongoing)

## Skills

Hardware installation, diagnostics and repair

LanSweeper

Googling

Software/Hardware troubleshooting (locally and remotely)

Onboarding/Offboarding practices

HTML5

CSS3

JavaScript

Photoshop

Illustrator

Web Deployment and Management

Documenting

Inventory

## My Main Rig

Host: B660 AORUS MASTER DDR4

OS: Fedora 39

Kernel: 6.7.5-202.fc39.x86

Shell: bash 5.2.26

Resolution: 2560x1440, 2560x1440

DE: Plasma 5.27.10

Terminal: Black Box

CPU: 12<sup>th</sup> Gen Intel i7-12700K

GPU: AMD ATI Radeon RX 6750 XT

Memory: 31.11GiB

Disk: 930G NVMe M.2

## Select Work History

### Union County Government

July 2020 - Present

> Business Operations

> Senior Support Specialist

- Established the concept of a 'group e-mail' address to provide ease when requesting services. Worked with Union County IT team to configure it based on business needs.
- Built a library of previously created assets to optimize workflow and efficiency.
- Programmatically created manuals for easier updating.
- Worked alongside members of the IT team on different projects throughout the agency - Ticket resolution, desktop/laptop hardware installation/replacement, workstation setup, troubleshooting and diagnostics, reimaging, and formatting devices as needed.

### Union County Government

October 2019 - July 2020

> Business Operations

> Administrative Support Specialist IV

- Worked with Public Communications to ensure official communications issued for the Spanish speaking community were accurate and satisfactory.
- Tirelessly worked under extreme weather conditions guiding and educating the community regarding last minute operating changes due to COVID-19.
- Handled and entered records containing PII into County systems.

### Merch-A-Mart

March 2018 - October 2029

> Import | Export Operation

> Office Administrator

- Implemented a numerical lookup system for products, improving production time and efficiency while drastically reducing chance of human error.
- Established connection between web host and accounting software, downloading customer information and invoices instead of relying on manual entry.
- Managed workstations, installed and configured hardware/software based on business needs.
- Troubleshooted software/hardware and LAN as issues arose.
- Managed and maintained business website.
- Served as the point of contact for systems and shipping vendors.

## Volunteering

### Union County Public Libraries

- Hosted free Spanish computer course following existing curriculum/guidelines for those in the community with low to none computer literacy.

## About Me

My name is J. I like cooking for others and not necessarily eating my own food, riding bikes, building computers, playing video-games, open-source software and writing computer code. I am a life-long learner in a journey of self-discovery, in which I've come to realize that what I enjoy the most is using my technical knowledge to assist others on a daily basis regardless of my current role. I've amassed a great amount of customer service experience over the years, which I now intend to use on a Systems Support role in order to serve, educate, and most importantly, work with computers - which I've done since I can remember. As a result of personal projects over the years, I've gained experience in the following areas:

- Desktop/Laptop diagnosing and repair (Both hardware and software)
- Web development
- Unix systems/CLI
- Git

Let's work together!

[www.jeyfrem.com](http://www.jeyfrem.com)