

Jeyfrem Ahumada

Certificates & Education

A+

> CompTIA

Google IT Sup. Fundamentals

> Google | Coursera

Emerging Leaders

> UNCC

Competence in Language

Interpreting Eng/Sp

> LanguageLine Academy

Associate's in Arts

> SPCC (ongoing)

Skills

Hardware installation,
diagnostics and repair

LanSweeper

Googling

Troubleshooting
(locally and remotely)

Onboarding/Offboarding
practices

HTML5

CSS3

JS

Photoshop

Illustrator

Web Deployment and Management

Documenting

Inventory

My Main Rig

Host: B660 AORUS MASTER DDR4
OS: Fedora release 39
Kernel: 6.7.5-202.fsyc.fc39.x86
Shell: bash 5.2.26
Resolution: 2560x1440, 2560x1440
DE: Plasma 5.27.10
Terminal: ptyxis-agent
CPU: 12th Gen Intel i7-12700K
GPU: AMD ATI radeon RX 6750 XT
Memory: 31.11GiB
Disk: 930G

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 wrote manuals for easier updating.
- Worked alongside members of the IT team to learn more about what they do and support the agency. Helpdesk, hardware installation, troubleshooting and assisted with reimaging and securely 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 - August 2019

> Office Administrator

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

Volunteering

Union County Public Libraries

- Taught Spanish Computer course following library curriculum 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 videogames, 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 Tech Support role in order to serve, educate and most importantly - work with computers, which I've done since I can remember.

Let's work together!

<https://www.jeyfrem.com/>