

Jared James Higgins

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Recent college graduate with a natural gift for technology, troubleshooting, and problem solving. Well-organized creative thinker with excellent interpersonal abilities. Seeking a supporting position working to assist users in a professional environment.

Abilities

- Capable of producing a large amount of high-quality work
- Accustomed to high-stress environments
- Strong writing skills

Education

Bachelor of Science in Criminal Justice
Wichita State University, Wichita, KS

December 2017

Job History

Itronix Systems, Inc., Overland Park, KS

2011 - 2016

Worked as a Support and QA Engineer during summer and winter breaks testing software updates pushed into the production environment.

- Provided remote desktop support via Skype & Remote Desktop
- Wrote technical manuals, guides, and FAQs for professional use.
- Used organizational tools such as Trello to stay on task and communicate with other in the organization.

Twisters Frozen Custard, Overland Park, KS

Winter 2010 – Summer 2011

Jose Peppers, Overland Park, KS

Summer 2007 – Winter 2008