Jason Phillips

Minford, OH 45653

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+1 740 464 4217

Authorized to work in the US for any employer

Work Experience

McDonald's Crew Worker
Parsley Enterprise - Portsmouth
March 2022 to Present

• Trained a new crew member on best practices, resulting in improved customer experience
• Maintained a friendly and professional attitude with customers, resulting in an increase in repeat customers and referrals
• Collaborated with other team members to resolve customer issues and maintain a clean and organized work environment

Education

Vocational school in Information Technology Professional
Scioto County CTC
August 2023 to Present

Vocational school in Information Technology
Scioto County CTC
August 2021 to May 2023

High school diploma
Minford High School
August 2019 to May 2023

Skills

• Windows (4 years)
• Microsoft Word (1 year)
• Microsoft Excel (1 year)
• Microsoft Windows Server
• Software troubleshooting (1 year)
• Computer hardware (4 years)
• Customer service (2 years)
• Communication skills
• Organizational skills

- Communication skills
- Technical support
- IT support
- VPN
- Desktop support
- DNS

Languages

- English - Fluent

Links

<https://haydenphillipstech.com/>

Certifications and Licenses

CompTIA A+
October 2023 to March 2027

• Hardware Fundamentals: The CompTIA A+ certification covers the fundamental concepts of computer hardware, including components, peripherals, and troubleshooting.
• Software Basics: With A+, you learn about software installation, configuration, and troubleshooting for various operating systems, including Windows, macOS, Linux, iOS, and Android.
• Troubleshooting Skills: The certification equips you with troubleshooting skills to diagnose and resolve hardware and software issues, such as system crashes, software errors, and peripheral connectivity problems.
• Preparation for IT Support Roles: A+ prepares you for entry-level IT support roles, such as help desk technician, technical support specialist, and service desk analyst, by providing a comprehensive understanding of computer hardware, software, and troubleshooting techniques.

CompTIA Network+
March 2024 to March 2027

• Networking Fundamentals: The CompTIA Network+ certification covers the fundamental concepts of networking, including protocols, topologies, devices, and network addressing.
• Network Operations: With Network+, you learn about network operations, including installation, configuration, troubleshooting, and maintenance of networks. This includes knowledge of network security practices and implementation.
• Troubleshooting Skills: The certification equips you with troubleshooting skills to identify and resolve common network issues, such as connectivity problems, hardware malfunctions, and performance issues.
• Preparation for IT Roles: Network+ prepares you for various IT roles, including network technician, network administrator, and help desk technician, by providing a solid foundation in networking principles and practices.