

# Jack Anderson

Telford, TN

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## Professional Summary

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Detail-oriented IT professional and Magento Developer with hands-on experience in both technical support and eCommerce development. Proven track record of resolving complex IT issues as a Help Desk Technician, including managing user accounts, networks, and security systems with experience in Office 365, Active Directory, and Azure AD. Skilled in remote support, system monitoring, and incident management using tools like Datto RMM and AutoTask. Transitioned into a Magento Developer role, where expertise in Linux, Apache, PHP, and front-end technologies (Hyva, Tailwind CSS, Alpine JS) is leveraged to migrate eCommerce businesses from Magento 1 to Magento 2, while redesigning and optimizing website functionality. Strong problem-solving skills with a commitment to delivering high-quality solutions and improving user experiences. Personal projects include a highly responsive and accurate Netflix Clone built using Vue.js, Apache, and Tailwind CSS.

## Work Experience

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### Magento Developer

FrightProps LLC-Remote

October 2024 to Present

- Set up and configured Magento 2 from scratch on a Linux server using command line, including Apache web server setup and other necessary environment prerequisites for self-hosted Magento.
- Led the migration of this eCommerce business from Magento 1 to Magento 2, ensuring a smooth transition of data and functionality.
- Migrating products and product categories from the legacy Magento site to the new platform using PHP, maintaining data integrity throughout the process.
- Redesigning the front end of the eCommerce site using the Hyva theme, with modern styling techniques through Tailwind CSS, PHTML, and Alpine JS.
- Optimizing site performance and user experience by implementing responsive design principles and improving front-end architecture.
- Collaborating directly with business owner to ensure project milestones were met, delivering a high-quality end product.
- Managing products and other back end operations

### Help Desk Engineer

Unbound Digital-Johnson City, TN

April 2024 to October 2024

- Provided front-line first point of contact technical support for managed clients by answering incoming support phone calls and emails, addressing a wide range of IT issues.
- Managed business emails and accounts through Office 365 Admin, including setup, troubleshooting, and maintenance.
- Diagnosed and resolved computer-related problems, including hardware, software, and network issues, using remote support tools and in-person scheduling when necessary.
- Scheduled and coordinated onsite visits for techs to handle service calls, ensuring timely resolution for escalated issues.

- Monitored and responded to security alerts via SEIM/SOC systems, ensuring proactive protection of client infrastructure.
- Configured and maintained VPN users and tunnels in SonicWall admin, ensuring secure remote access for clients.
- Managed users and computers on Windows servers using Active Directory, and handled cloud-based management through Azure AD.
- Provided remote support for Windows servers and client systems, troubleshooting and resolving technical issues efficiently.
- Utilized Datto RMM/EDR tools for remote monitoring, endpoint management, and security incident response.
- Managed daily tasks and service tickets using AutoTask, ensuring all client issues were tracked and resolved effectively.
- Collaborated with software vendors and third-party support when necessary to resolve complex client issues.
- Handled a broad scope of IT requests as part of a non-tiered help desk, addressing diverse technical challenges across multiple platforms.

### **Technical Support Specialist**

FrightProps-Minneapolis, MN

October 2020 to January 2024

- Answering 25-30 customer support emails daily (including use of macro keys)
- Creating tech support diagrams in Photoshop
- Adding diagrams to support website via Magento back-end
- Using Excel to manage product databases (data entry)
- Using logical thinking, trial and error, and research skills to solve technical product issues
- Managing Windows workstations
- Managing IoT devices (thermostats, security cameras, etc.)
- Managing servers using Linux command line

### **Warehouse Associate**

FrightProps LLC-Brooklyn Park, MN

March 2020 to October 2020

Responsibilities include:

- Picking orders: picking and scanning products in the warehouse according to pick list
- Packing, weighing, and shipping orders
- Managing inventory, organizing warehouse
- Building maintenance: cleaning break room, bathrooms, offices, warehouse, lawn care
- Occasionally answering customer support emails when needed.

### **Holiday Crew Member**

Holiday Stationstores-Minneapolis, MN

October 2019 to January 2020

### **Warehouse Associate**

Amazon.com-Minneapolis, MN

July 2019 to October 2019

### **Tech Support**

Frightprops LLC-Minneapolis, MN

January 2018 to January 2019

Responsibilities included:

- Answering 25-30 customer support emails daily (included use of macro keys)
- Creating tech support diagrams in Photoshop
- Adding diagrams to support website via Magento back-end
- Using Excel to manage product databases (data entry)
- Using logical thinking, trial and error, and research skills to solve technical product issues.

### **Warehouse Associate**

Frightprops LLC-Minneapolis, MN  
January 2017 to January 2018

## Education

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### **High school or equivalent**

Connections Academy-Minneapolis, MN  
September 2014 to January 2019

### **High school or equivalent**

## Skills

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- Vue.js (1 year)
- IT support
- Customer Service (5 years)
- Help Desk
- Typing (10+ years)
- HTML5
- Network Support
- Computer Skills (10+ years)
- Network management
- Internet Of Things (IoT)
- Microsoft Office
- JavaScript
- Computer networking
- Mac OS
- Operating systems
- CSS
- Software troubleshooting
- Active Directory
- Magento (4 years)
- Microsoft Windows Server
- Azure
- Full-stack development

- Linux

## Certifications and Licenses

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### **CompTIA Network+**

March 2024 to March 2027

### **CompTIA A+**

October 2023 to October 2026