Jacob Rodriguez

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Technical Support Specialist | IT & Network Systems

Resourceful and disciplined IT Support Specialist with hands-on experience in surveillance systems, networking, and customer support. Proven ability to diagnose and resolve hardware, software, and connectivity issues. U.S. Marine Corps veteran recognized for precision, accountability, and process excellence.

Key Skills
Technical Skills: IP Networking, DHCP/DNS, Windows Server, Active Directory, NVR/PoE Systems, Remote Troubleshooting, System Configuration
Tools: Microsoft 365, osTicket, Wireshark, Cisco Packet Tracer, VirtualBox, ServiceNow
Business Skills: Project Coordination, Quality Assurance, Documentation Control, Process Improvement, Customer Relationship Management (CRM), Compliance Support
Soft Skills: Communication, Leadership, Problem Solving, Client Support, Team Collaboration

Certifications
- CompTIA ITF+   May 2025

Experience
Technical Support Specialist
Imperial Surveillance, Arlington Heights, IL   October 2025 – Present
- Provide remote and on-site support for IP cameras, access control, and alarm systems across client networks.
- Configure and troubleshoot NVRs, PoE switches, routers, and user access credentials.
- Document and resolve service tickets, maintaining client satisfaction above 95%.
- Collaborate with engineers to optimize network configurations and prevent recurring issues.

Quality Assurance & Certification Coordinator
Intertek North America, Arlington Heights, IL   November 2022 – September 2025
- Managed certification documentation and compliance for product safety testing.
- Coordinated with engineering, clients, and auditors to streamline ETL approvals.
- Improved document workflows and reduced audit discrepancies by 15%.
- Supported project timelines by tracking certification milestones and ensuring documentation met ISO and customer standards.

Data Systems Administrator (0671}
)**U.S. Marine Corps Reserves,** Great Lakes, IL   October 2019 – June 2022
- Administered Windows Server, Active Directory, DNS/DHCP, and Cisco VoIP systems.
- Supported network reliability and cybersecurity for field operations.
- Trained team members on troubleshooting and technical documentation.
- Assisted in configuring secure communications systems and maintaining network readiness for mission-critical environments.

Shift Manager
McDonald's, Arlington Heights, IL   December 2015 – September 2019
- Supervised and trained a team of 8–10 employees per shift in a high-volume environment.
- Ensured food safety, service quality, and daily operational efficiency.
- Managed POS systems, cash handling, and labor scheduling under fast-paced conditions.
- Delivered consistent customer satisfaction by resolving complaints and maintaining high store standards.

Education
Harper College, Palatine, IL
Associate in Arts   Expected May 2026
Area of Interest: Information Technology
   Relevant Courses:
   Information Technology Fundamentals
   Service Desk and Service Management