

# Jacob Johnson

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Help Desk Analyst

## SUMMARY

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Motivated and detail-oriented IT professional with extensive experience in technical support, systems administration, and audio/visual system management. Proficient in troubleshooting complex systems, managing IT infrastructure, and delivering exceptional end-user support. Adept at collaborating with teams, documenting solutions, and streamlining workflows. Passionate about leveraging technology to improve operations and efficiency.

## EXPERIENCE

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### Help Desk Analyst

August 2022 - Present

SPS Commerce – Minneapolis, MN

- Provided technical support for hardware, software, and network issues on Windows and Mac systems.
- Managed user accounts and devices using Active Directory, Azure AD, and Intune.
- Maintained and troubleshooted audio/visual systems in training and conference rooms, including systems utilizing Polycom, Q-SYS, Crestron, Logitech, Biamp, Extron, DTEN, among others.
- Streamlined IT workflows for device onboarding, maintenance, and decommissioning.
- Supported system upgrades and infrastructure projects to enhance performance.
- Documented solutions to improve reliability and user satisfaction.

### A/V Technician

April 2016 – March 2020

Rocket A/V – Brooklyn Center, MN

- Installed and serviced audio/visual systems for commercial clients, ensuring proper functionality and reliability.
- Conducted troubleshooting and repairs for A/V equipment, including projectors, speakers, and control systems.
- Performed system testing and adjustments to meet client and contractor standards.
- Coordinated with contractors and project teams to complete installations on schedule.
- Maintained accurate documentation for completed service calls and system configurations.

## EDUCATION

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### Low Voltage Apprenticeship

Graduated May 2019

MN Statewide JATC (Limited Energy)

## SKILLS

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- **IT Infrastructure:** Active Directory, Azure AD, Intune, JAMF, device management, and Windows/Mac systems administration.
- **Audio/Visual Systems:** Installation, configuration, and troubleshooting of systems such as Polycom, Q-SYS, Crestron, and Logitech solutions utilizing both Zoom Rooms and Microsoft Teams.
- **Networking:** Basic network setup and troubleshooting, familiarity with Cisco Catalyst controllers and networked A/V systems. Proficiency in
- **Hardware and Software Support:** Diagnosing and repairing issues on desktops, laptops, and peripheral devices.
- **Cloud Technologies:** Experience with cloud platforms like Azure and Intune for identity and device management.
- **Applications:** Proficiency with a plethora of VPNs, Microsoft 365 applications, and internal applications.