

# Chase Jarvis

## Information Technology

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### Contact

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### Education

Bachelors of Science, Computer  
Science  
Western Governors University  
Graduated 2023

### Key Skills

- Office 365
- Cisco Meraki
- Ansible Automation
- Powershell Scripting
- Bash
- Debian-based Linux
- Exiting Vim

### Certifications

- ITIL 4 Foundations
- CompTIA Project +
- FCC Responsive Web Design
- OSHA 10
- Azure AZ-900

### Interests

- Music
- Classical Guitar
- Motorcycles
- Traveling
- Longboarding/Snowboarding
- Cooking

## Summary

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IT Technician with 3+ years of hands-on experience delivering frontline technical support in high-demand, fast-paced environments. Adept at troubleshooting hardware, software, and network issues across Windows and MacOS, with proficiency in tools like Active Directory, Intune, Office 365, and automation solutions using Ansible and PowerShell. Recognized for clear, empathetic communication and a people-first approach to IT support, explaining technical concepts in user friendly language, and collaborating effectively with international teams.

## Experience

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### Cirque du Soleil Entertainment Group

#### Senior Technical Analyst - Touring Show Division 2022 - 2025

Delivered hands-on, in-person and remote IT support for Cirque du Soleil's global touring productions, managing end-to-end infrastructure and user support in dynamic, high-pressure environments. Ensured seamless operations by deploying and maintaining systems across multiple international locations.

- Provided Level 1 & 2 support for users, systems, and networks across Windows 10/11 environments using ServiceNow.
- Deployed and maintained laptops, servers, printers, mobile devices, and point-of-sale systems.
- Managed user accounts and access via **Active Directory** and **Intune**; performed **MFA setups** and configuration.
- Built and relocated full IT infrastructure (servers, switches, Wi-Fi, cabling) for each city on tour.
- Automated POS system updates and maintenance using **Ansible** and **PowerShell** scripting.
- Collaborated cross-functionally with HQ, Tour Management, and Technical teams; created technical documentation for recurring IT procedures.
- Troubleshot networks including **TCP/IP, DNS, DHCP, VPN**, and Wi-Fi; worked with Cisco Meraki and security appliances.
- Supported Office 365 and handled hardware/software issues on Windows platforms; familiar with SCCM and virtualization tools.