Jordan English
1212 Litman Grove Lane
Butler, PA 16001
724-355-7857
Jenglish724@gmail.com

Objective

To obtain and maintain a position in an IT environment where I can learn and grow.

Skills

- Hardware:
  - Desktops, All-in-one desktops, laptops, mobile devices (iPads, Android, etc.), smartphones, various Apple products, projectors, A/V solution equipment, KVM switches, wired/wireless security cameras
- Software:
  - Windows: XP, Vista, 7, 8
  - Mac: OS X
  - Linux: Ubuntu
  - Mobile: Android, iOS, Windows Mobile, Windows RT
  - Various: MS Office Suite 2003, 2007, 2010, Visual Studio, Adobe Photoshop, Adobe InDesign, Malware Bytes and other virus/malware. MAC-Daddy Ticketing Software, LogMeIn, TeamViewer, VMware, VirtualBox
- Programming Languages:
  - C++
  - HTML/CSS
  - jQuery Mobile
- Networking:
  - Wired/Wireless network setup (home and professional level)
  - Various knowledge of wireless routers and switches
  - Various knowledge of networking
    - IP and MAC addresses and subnets
- Communications:
  - Writing and updating user manuals utilizing screenshots and publishing software
  - Relaying information in a professional documented manner via telephone, email, and in-person to customers/clients
  - Documentation of networking settings and various other data for clients
  - 95+ WPM typist
  - Technical phone support

Education

Butler County Community College, 2012 – Present
Major: Computer Information Systems – Network Administration
Current GPA: 4.0

Butler Senior High School, 2002 – 2006
Graduated GPA: 2.9

Employment History

Staples, 2013 – present
Position: Easy Teach Associate
Duties: Sell electronic devices and provide consumers with information regarding technology. Assist Staples' customers with shopping decisions. I manage inventory and help customers check out of the store with their items.

Kb Port LLC, 2009 – 2013
Position(s): Lead Installation Technician (2012 – 2013), Installation Technician (2009 – 2012)
Duties: Install, maintain, and troubleshoot, Linux based servers that were used in universities, hospitals and other organizations for medical simulation recording and documentation purposes.

Volunteer & Clubs

Technical Writer for BC3's newspaper, *The Cube*
Assistant Coach for Butler Hockey
Men's Hockey League captain

References

Available upon request