**Jordan English**

1212 Litman Grove Lane

Butler, PA 16001

724-355-7857

[Jenglish724@gmail.com](mailto: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