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| JEROCK KALALA  801 Seminole Creek CT, Lexington, KY 40511 · 7573580771  jerockkalala@gmail.com - · @jerock\_kalala - www.github.com/jerockkalala |
| Diligent IT Support providing technical support for various Microsoft operating systems, and computer hardware. Balance priorities while quickly solving issues to strengthen business processes and performance. Self-motivated problem solver with 5+ years of experience using content management and multiple software including Delta, Amplitude, Socrates, and Gravis. Show development in my skills and knowledge to help clients achieve growth and success. |

# Experience

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| 02/2022 - presentdesktop support tech, Worldwide TechServices| Lexington, KY  * Support Windows desktops, laptops, phones, and printers on site, via phone, chat, or email * Perform troubleshooting and repair activities typically associate in an end-user environment * Basic administration (move/add/delete) of computers, users, and groups in Active Directory * Take ownership of trouble tickets, working and tracking issues to resolution * Create, assign priority, analyze, & provide prompt resolutions to tickets * Provide technical support to end-users through remote tools * Image Desktop/Laptop for deployment, and install multiple software, OS included * Perform all assigned desk-side support activity  01/2017 – 08/2022Problem Solver, Amazon Fulfillment center LEX2| Lexington, KY, Us  * Assisting co-workers to resolve computer hardware, software, and process issues. * Interact with customer database to find order issues and submit tickets as needed. * Process customer returned orders to detect and escalate any fraud. * Identify, and update products record to reflect hazardous or nonhazardous status of items. * Reconcile daily database report of all pending orders. |
| 02/2013 – 10/2016IT Support/Exploitation, BIAC (INTERNATIONAL BANK FOR AFRICA), kinshasa, DRC  * Manipulate database, ensure daily data backup, daily Batch processing. * Providing support to resolve technical issues to 1003+ users remotely and/or in person. * Install patches on the main business software (Amplitude). * Build and install desktop computers (Windows operating system and other Software). * Maintain and troubleshoot computer hardware and software issues |

# Education

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| 2023 -Bachelor of Science in Data Science, BELLEVUE uNIVERSITY, Bellevue, NE2021 - Associate IN Applied SCIENCE in Computer Information Technology – Informatics,BLUEGRASS COMMUNITY AND TECHNICAL COLLEGE, Lexington, KY |
| 2012 - Bachelor of Science in Math and Computer Science,UNIVERSITY of KINSHASA, DRC |

# technical skills general skills

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| * **Software**– Tableau, Power BI, installation and debugging (Windows OS, MS Office, antivirus, etc.), Active Directory * **Networks** – LAN/WAN technology, TCP/IP * **Programming** –Python, R basics, JAVA, SQL, HTML & CSS basics, Web Scraping · * Machine Learning · NLP · TensorFlow * **Hardware** – assembly desktop/Laptop, maintenance, peripherals, Printers, Drivers, troubleshooting | * Positive attitude * Problem-solving * Teamwork and attention to details * Self-motivated able to work under pressure * Dedicated work ethic * Communication |

**LANGUAGES**

* English
* French
* Swahili