

# Jesse Howell

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Help Desk Support Technician

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## SUMMARY

Dedicated and adaptable Network Management & Technical Support Professional with 9+ years of proven expertise in customer service, troubleshooting, and vulnerability assessment. Proficient in data analysis, vendor negotiation, and software configuration. Demonstrated ability in technical repair, process development, and critical thinking to drive results and enhance operations.

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## SKILLS

Network Troubleshooting | Technical Support | Customer Service | Data Analysis | Hardware/Software Troubleshooting | Ticketing Systems | Vulnerability Assessment | Software Support | Critical Thinking | Attention to Detail | Adaptability | Problem-Solving | Team Collaboration

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## EDUCATION AND CERTIFICATIONS

**Trident Technical College | Charleston, SC**

Network Systems Management — Associates in Applied Science

**CompTIA Network+ Certification**

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## EXPERIENCE

**EPRI | Charlotte, NC**

**Vulnerability Management Analyst (Brooksource Contract) — Aug 2022 - Aug 2023**

**Proactive Security Solutions:** Provided comprehensive security solutions by proactively researching application vulnerabilities, and automating tasks, resulting in substantial security enhancements.

**Real-time Vulnerability Detection:** Demonstrated daily proficiency in real-time network vulnerability detection using Qualys VMDR, ensuring a swift and effective response to potential threats.

**CVE Research and Troubleshooting:** Conducted in-depth research on CVE threat scope through vendor alert notices and security blogs, guaranteeing accurate troubleshooting and remediation processes.

**Efficient Task Management:** Maintained precise task management, using ServiceNow to create tickets and effectively track work progress.

**Workflow Streamlining:** Leveraged Microsoft Software Center and SCCM Right Click Tools scripts to streamline workflow, resulting in significant time savings and heightened productivity.

**Exceeding Expectations:** Developed a streamlined process that maximized efficiency, leading to an impressive 85% CVE resolution rate by the end of contract Q1, surpassing expectations.

**Matrix Global Services | Charlotte, NC**

## **Service Desk Analyst — Mar 2022 - Apr 2022**

**Proficient Remote Triage:** Expertly conducted remote triage, collaborating with technicians, and showcasing exceptional customer service skills to guarantee the prompt resolution of user issues.

**Efficient Issue Resolution:** Conducted thorough triage and skillfully directed tickets to the appropriate departments, facilitating swift resolution of access problems for users.

**Effective Intermediary:** Acted as a valuable intermediary between users and Epic technical support, streamlining the process and ensuring smooth problem resolution, leading to continued access to the Epic system.

## **Complete Network | Charlotte, NC**

### **Service Desk Technician — Jun 2021 - Feb 2022**

**Led IT operations across multiple locations:** Successfully managed IT operations in Charlotte, Charleston, and New York as a confident Service Desk Technician for an MSP, ensuring seamless support and system functionality.

**Efficiently onboarded/offboarded users:** Leveraged Microsoft 365, ConnectWise, Splashtop, and Slack to streamline user management processes, facilitating efficient onboarding and offboarding.

**Effective vendor management:** Interacted with third-party vendors daily, exhibiting exceptional problem-solving skills to ensure swift issue resolution and smooth operations.

**Exemplary customer service:** Delivered excellent customer service to a diverse user base, consistently maintaining high levels of satisfaction, and earning recognition and accolades from management.

## **Lowe's | Mooresville, NC**

### **IT Help Desk Support Technician (CRG Contract) — Apr 2021 - Jun 2021**

**Handled Lowe's associates' phone calls proficiently:** Effectively addressed technical queries and issues, providing timely solutions and support.

**Managed support requests with precision:** Skillfully utilized the Remedy ticketing system to efficiently prioritize and resolve issues, ensuring a streamlined support process.

**Swiftly resolved network connectivity problems:** Demonstrated expertise in troubleshooting network connectivity issues, identifying and rectifying them promptly to minimize downtime and disruptions.

**Ensured seamless POS operations:** Expertly managed Point of Sale (POS) station functionality and printing devices, contributing to smooth customer transactions and operational efficiency.

**Proficiently used Linux for issue resolution:** Leveraged Linux commands and scripts to resolve a wide range of technical issues, showcasing a strong command of the operating system and its problem-solving capabilities.

## **Medical University of South Carolina | Charleston, SC**

### **IT Field Engineer (TEKsystems Contract) — Jan 2020 - Apr 2020**

**Efficient Windows 10 Migration:** Effectively imaged and deployed devices during a Windows 10 migration project, ensuring a seamless transition for end-users.

**Streamlined Support Request Management:** Proficiently managed and prioritized support requests by utilizing the ServiceNow ticket queue system, resulting in streamlined issue resolution and improved service efficiency.

**Diverse Device Troubleshooting:** Demonstrated expertise in troubleshooting various devices, including PCs, tablets, and medical interface devices, promptly resolving technical issues to minimize disruptions and uphold productivity.

## **Electric Red | Charleston, SC**

### **IT Help Desk Engineer — Apr 2019 - Jul 2019**

**Effective macOS and Windows Repairs:** Successfully resolved hardware and software issues on macOS and Windows machines, ensuring their optimal functionality and usability.

**Virus and Malware Remediation:** Proficiently performed virus and malware remediation, enhancing the security and integrity of computer systems.

**Data Backup and Redundancy:** Methodically backed up critical data to external drives and drive clones, preventing data loss and ensuring data redundancy for data security.

**Hardware Replacement Expertise:** Expertly replaced malfunctioning hardware components, such as hard drives, RAM, and graphic cards, restoring devices to peak performance and extending their lifespan, effectively reducing downtime.

## **Charleston/Dorchester Mental Health Center | Charleston, SC**

### **Information Resource Consultant — Nov 2014 - Apr 2019**

**Commitment to Mental Health Services:** Wholeheartedly supported the mission of providing mental health services, making a meaningful contribution to the well-being of individuals in need.

**Efficient Windows Deployment:** Successfully imaged and deployed Windows machines in a large-scale environment, ensuring that over 350 users had uninterrupted access to essential technology resources.

**Diverse Tool Utilization:** Expertly utilized a range of tools and systems, including Active Directory, the Spiceworks ticketing system, Pulse Secure, and the MS Office Suite, to manage user accounts, resolve issues, maintain network security, and enhance productivity.

**Hardware and Software Troubleshooting:** Demonstrated proficiency in troubleshooting and repairing HP and Dell machines, addressing a variety of hardware and software issues to uphold a reliable computing environment.

**Effective Vendor Communication:** Skillfully communicated with third-party vendors to coordinate hardware repairs, order replacement parts, and expedite efficient solutions.

**Network Connectivity Resolution:** Expertly diagnosed and resolved network connectivity problems, minimizing downtime and ensuring a seamless user experience.

**High Service Levels:** Consistently met a daily 5-10 ticket closure quota, efficiently resolving user-reported issues and maintaining exceptional service levels.

**Data Security and Business Continuity:** Ensured data integrity and availability by meticulously maintaining file server backups, making a significant contribution to data security and business continuity.