
Jake Helm

206-240-3964

JakeHelm@outlook.com

Technical Skills:

Microsoft Windows 7,8, & 10 Administration
Windows Server 2008, 2012 Administration & Exchange Server 2010 Administration
Hyper-V Virtualization and Management
Network Communications & Management; TCP/IP, DHCP, LAN, WAN, WLAN
Computer Software/Hardware staging, upgrades, troubleshooting
High level of technical customer support: email, remote, phone, person
Cell Phone Management; iPhone, Android, Windows

Education:

ITT Technical Institute

Seattle, WA

Bachelors of Science: Information Systems Security

Graduated: February 2011

Associates of Applied Science: Computer Network Systems

Graduated: August 2008

Work Experience:

Company: Redapt, Inc.

June 2015-October 2015

Title: Corporate Support Specialist

Responsibilities:

PC/MAC setup, break fix, upgrades, troubleshooting
Office 365 support; Outlook, Word, Excel
Microsoft Server 2012 Print Server Management
Network Troubleshooting
Zendesk Ticket System Support
Cell Phone Support

Company: Kline Galland Home

June 2011-January 2015

Title: IT Coordinator

Responsibilities:

Network Administration & Troubleshooting; LAN, WAN, WLAN
Desktop/Laptop/Tablet device configurations, upgrades, & troubleshooting
Microsoft Server 2008, 2012; AD, File Services, DHCP, Hyper-V,
Microsoft Exchange 2010 Administration
Software support, upgrades & installation; Office Suite, Microsoft Windows, Core system software
Backup Administration; Symantec Exec & Drobo Solutions
Cell phone management & support for Windows, iPhone, Android
Firewall Support; WatchGuard & SonicWALL

Company: Seattle's Union Gospel Mission

October 2010-March 2011

Title: Network Systems Technician

Responsibilities:

Network implementation, testing, troubleshooting; SonicWALL firewall configuration
Desktop/Server/Laptop builds, backups, installation, upgrades
Microsoft Server 2008; AD, File Services, DHCP Server & Exchange 2007 Administration
Software support & installation; Office Suite 2007 & 2010, Adobe Products,
Windows XP & 7 Data Backups & File Sharing Services

Company: McKinstry Inc.

February 2010-April 2010

Title: IT Intern

Responsibilities:

Application support; Office Suite 2003 & 2007, Adobe products, Windows components
Image, backup, troubleshoot; Desktops/Laptops
Hardware & software installation, upgrades, troubleshooting
Basic Network Administration