**JAMES VANASELJA**

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**SUMMARY**

Help desk technician looking to transition into computer security and/or system administration.

**EDUCATION**

**University of Central Florida** Orlando, FL

*Bachelor of Science in Information Technology* December 2016

**SKILLS**

**Applications:** Office 365, MS Visio, Adobe Creative Suite, VirtualBox, SolarWinds Orion.

**Platforms:** MS Windows, Windows Server, MacOS, iOS, Android & Ubuntu.

**Languages:** Python, HTML, CSS, C, Java, MySQL, PowerShell, Bash

**EXPERIENCE**

**Jacobs Engineering Group**

Orlando, FL

Help Desk Technician – Florida’s Turnpike Enterprise June 2018 — Present

* Provides technical support via phone, remote connection and in-person to end users in the Orlando & Pompano, FL offices.
* Acts in an independent capacity as the only on-duty tech during weekends.
* Coordinates with contractors to ensure that Intelligent Transportation System (ITS) equipment is operational.
* Created technical documentation for the configurations of roadside devices.
* Manages Active Directory, DNS, and other roles & services running on Windows Servers.
* Performs preventative maintenance and basic repairs on computer, servers and roadside systems throughout the ITS network.

**University of Central Florida** Orlando, FL

IT/SharePoint Summer Intern – Office of Information Security May 2016 — August 2016

* Created a SharePoint intranet website for the Identity and Access Management department.
* Shadowed Information Security manager and practiced IT security procedures.
* Designed network topology diagrams using Microsoft Visio for the purpose of cloud server migration.
* Assisted with various Identity and Access Management department tasks.