Devin Jones

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Areas of Expertise

Technical Skills

Agile / Waterfall IT Project Management, Cloud Administration, Networking & Management, Cyber Security Defense, Computer Systems Engineering, Database Management Systems, Microsoft Office, Active Directory & Group Policy, Robotics Process Automation, Android OS, MAC OS, Google Suite, and Windows OS

Programming Languages

CSS, HTML, Java, JavaScript, PHP, SQL, Web Client Side Programming

Education & Certification

Kean University, Union, NJ

Master of Science degree in Computer Information Systems — May 2025

Bachelor of Science degree in Information Technology — May 2024

Projects

Applications of Computer Vision and Virtual Reality to Pollen Identification — Jun 2024 - Present
- Designed a program utilizing Computer Vision techniques to improve the accuracy in identifying and classifying pollen samples on the Kean campus.
- Constructed reports on findings to assist with the development of environmental monitoring and allergy management.

Infinite Possibilities — Mar 2024 - May 2024
- Developed a prototype gaming controller for individuals with paralysis. E
- Enabled navigation through head movements as an alternative to computer arrow keys.

FortiHome
- Engineered a home alarm system using robotic process automations, incorporating motion sensors to detect breaches.
- Programmed the system to activate an audible alarm, featuring a user-friendly interface for arming and disarming.

Experience

Kean University, Office of Computer and Information Services — Jun 2023 - Present

Lead Desktop Support Technician
- Implement and follow security policies, including user access controls, and data backup.
- Install, update, and maintain software applications across the organization, ensuring they are up-to-date and properly licensed.
- Create, modify, and delete user accounts, manage permissions, and oversee access control lists (ACLs).
- Use agile and waterfall skills to collaborate with other IT teams within the departments to execute technical needs and projects.
- Resolve technical issues, escalating to senior administrators or higher-level support when necessary.
- Mentor new hires to assist with enhancing their everyday troubleshooting knowledge.

Kean University, Office of Computer and Information Services — Oct 2021 - Jun 2023

Tier 2 Desktop Support Technician
- Handle Level I, II, and III support issues and assist fellow technicians.
- Install and configure software and hardware.
- Troubleshoot, diagnose, and resolve various computer issues.
- Perform and lead special tasks assigned by supervisor and manager.

Best Buy — Feb 2020 - Dec 2020

Customer Service Specialist
- Assisted customers with purchase options.
- Advertise seasonal and in-store promotions.