

SUMMARY: Enthusiastic IT specialist seeking an opportunity to utilize and expand my strong skills in the Computer Science and Cybersecurity field. Thrives in a fast-paced and demanding work environment, which in result satisfies client and departmental expectations. Detail-oriented and highly-organized with a firm initiative to resolve problems. Ability to work efficiently whether in a team or individually. Inspiring technology professional with the aptitude to develop healthy workplace and external relationships.

EXPERIENCE: **Kean University**, Union, NJ — Junior System Administrator

Oct- 2021 - PRESENT

Office of Computer and Information Services.

- Assist with user account management
- Implement and follow security policies, including user access controls, data backups, and disaster recovery plans.
- Install, update, and maintain software applications across the organization, ensuring that they are up to date and properly licensed.
- Create, modify, and delete user accounts, manage permissions, and oversee access control lists (ACLs).
- Collaborate with other IT teams and departments to support their technical needs and projects.
- Resolve technical issues, escalating to senior administrators or higher-level support when necessary.

Student Lead *Desktop Support Technician*

- Handle Level I, II and III support issues and provide assistance to fellow technicians
- Install and configure software or hardware
- Maintain and repair equipment
- Troubleshoot, diagnose and resolve various computer issues
- Implementation of appropriate security measures
- Perform and lead special tasks assigned by supervisor and manager
- Train new hires to assist with the enhancement of their everyday troubleshooting knowledge.

Neptune Track Team, Neptune, NJ — *Assistant Track Coach*

Sept- 2019 - Jan- 2021

Assisted with daily training and supervision of over 30 award winning athletes.

Walgreens, Neptune, NJ — *Photo Technician, Pharmacy Tech*

Oct - 2016 - Feb- 2019

Hired as a photo technician where my hardwork and dedication was rewarded with a promotion to become a pharmacy Tech.

EDUCATION: **Kean University**, Union, NJ — *Information Technology*

Sept- 2021 - May- 2024

Bachelors of Science (BS) in Information Technology

Hennings College of Mathematics, Science, and Technology

Neptune High School, Neptune, NJ — *Mathematics*

Sept- 2009 - June 2013

Attended throughout high school where a graduate diploma was earned.

Devin Jones

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References available upon request