

## **Jordan Miracle — IT Generalist**

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### **Professional Summary**

Calm, patient IT support technician with strong troubleshooting ability and a focus on preventing repeat issues. Supports users without condescension and resolves problems efficiently, documenting fixes clearly. Balances user communication with behind-the-scenes stability, minimizing disruption and downtime.

### **Technical Skills**

- Operating Systems: Linux (Ubuntu, Debian, Fedora), Windows (Desktop & Server)
- Networking: DHCP/DNS, Wi-Fi configuration, VLANs, firewalls, remote access/troubleshooting
- Support Tools: Ticketing workflows, remote support tools, documentation systems
- Hardware: PC building, diagnostics, repair, BIOS/UEFI configuration
- Platforms & Tools: Git/GitHub, WordPress, Nextcloud, AWS, DigitalOcean, Heroku, VirtualBox/VMware
- AI-Assisted Workflows (e.g., ChatGPT, Claude) to accelerate documentation, create user-friendly troubleshooting guides, and clarify technical communication—without replacing independent problem-solving

### **Experience**

#### **Freelance IT Technician — Self-Employed**

2021–Present • Remote + On-Site, Bellingham, WA

- Troubleshoot software, network, and hardware issues for individuals and small businesses.
- Provide calm, step-by-step support when needed, minimizing frustration and confusion.
- Use clear documentation to prevent recurring issues and improve client independence.
- Configure Wi-Fi networks, devices, and local backup systems with reliability in mind.

## **IT Manager — PNW Tree & Landscape**

2022–2024 • Bellingham, WA

- Managed internal IT for a small team.
- Standardized workstation setup and documented common fixes to streamline onboarding.
- Maintained network stability and handled device/software troubleshooting with minimal workflow interruption.
- Developed and maintained company website using python, Django, HTML/CSS, and deploying to live server environment.

## **IT & Web Support — Radical Engineers (Non-profit)**

Internship + ~1.5 years volunteer • Remote (London-based org)

- Provided reliable programming and technical support, created small web platforms, and managed servers in a fully asynchronous, international collaboration environment.
- Helped maintain Linux servers and hosted services (AWS/DigitalOcean/Heroku).
- Supported users and contributors with patience and clear written problem-solving.
- Regularly met with a diverse range of clients to provide detailed progress reports, receive feedback, foster ideas, and lead us toward our goal collaboratively.

## **Education**

- AAS — Information Technology/Software support (2022)  
AAS — Networking (2022)  
AAS — Computer Science (2022)  
Bellingham Technical College — Bellingham, WA

## **Certifications**

- CompTIA A+ - Active
- CompTIA Network+ - Active
- CompTIA Security+ (in progress)
- CompTIA Cloud+ (self-paced prep)

Selected Coursework: Udacity Nanodegree (Intro to programming), Coursera (Python 3), Microsoft Learn (Azure Fundamentals)