

Jordan Newby

New Brunswick CA
Contact for more details
www.linkedin.com/in/jordanlnewby

Career Objective

To utilize a range of IT skills, knowledge, qualifications, and experience as a catalyst for operational excellence and sustainable business growth

Specialist Skills

- Project management
- Computer troubleshooting
- Desktop computer builds and repairs.
- Networking
- Website design
- Frontend development
- Windows server administration
- Deep understanding of Windows Server Active Directory
- Client liaison
- Team leadership
- Effective communication
- Strategic planning
- Organisation
- Time management
- Creative problem solving
- Research
- Technical acumen

Qualifications and Certificates

- Advanced systems management for Windows and Windows Server 2019
- Performing Technical Security Audit and Assessment, LinkedIn Learning
- CompTIA Network+
- Cisco CCNA (In Progress)

Demonstrated Abilities

- Skilled and experienced IT technician with a keen interest in cyber security
- Strong technical acumen with an excellent understanding of effective systems and processes
- Proven ability to work within the scope of practice to meet organisational objectives, promote departmental efficiency and deliver operational excellence
- Good written and verbal communicator with superior interpersonal, negotiation and liaison skills
- Able to relate to a wide range of people from various cultural, professional and technical sectors
- Solid analytical aptitude with advanced organisational, problem-solving, and time-management skills
- Safety conscious with strict adherence to health and safety regulations and guidelines
- Able to work well under pressure and meet strict deadlines in a fast-paced environment
- Strong team player with the ability to work unsupervised
- Displaying a high level of professionalism and confidentiality, with meticulous attention to detail
- Strong understanding of TCP/IP, LAN, and Networking

IT Skills

- Microsoft Office Suite - Excel, Word, PowerPoint, Outlook, Teams
- CompTIA Network+
- CCNA (In Progress)
- Technology Management for IT Professionals
- Windows Server 2019 Administration
- Windows 10 Administration
- Windows Active Directory
- PowerShell Scripting
- Microsoft SQL (In Progress)
- HTML
- CSS
- Bootstrap

- Linux

Work History

Yellow Pages, CA

www.yellowpages.ca

Marketing and Sales Specialist

- May 2023

January 2023

- Cold calling and selling Yellow Pages marketing solutions to small and medium sized businesses
- Customer service and liaison, building strong working relationships and effective communication channels with key stakeholders
- Resolving complaints and enquiries
- Performing as a strong member of a cohesive team with strict adherence to health, safety and statutory regulations, service level agreements, quality standards, governance processes and compliance requirements

Newby Associates, ZA

no website

IT Technician

January 2020 -

January 2023

- Establishing, implementing and overseeing effective systems, processes and controls
- Delivering a high standard of technical and administrative support to internal and external clients
- Customer service and liaison, building strong working relationships and effective communication channels with key stakeholders
- Computer and network troubleshooting; resolving technical and IT complaints and enquiries
- Building and repairing desktop computers
- Windows 10 and Server administration
- Removing viruses and malware
- Coding and designing websites and frontend
- PowerShell scripting
- Managing Active Directory
- Data entry and database management, maintaining meticulous records
- Conducting research, reading and interpreting technical documentation
- Producing various reports, presentations, analyses, correspondence and other documentation
- Performing as a strong member of a cohesive team with strict adherence to health, safety and statutory regulations, service level agreements, quality standards, governance processes and compliance requirements

Volunteer Work

- Volunteer firefighter, Canada
- Lions Club, Canada

Referees

Redacted for safety, contact for more details