

Ian Jorgensen

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Professional Summary

Detail-oriented IT professional with hands-on experience in administrative support, helpdesk operations, and digital transformation. Skilled in Microsoft 365 Administration, Python scripting, and cloud infrastructure. Known for streamlining workflows, improving onboarding processes, and driving technical efficiency. Passionate about leveraging technology to solve business challenges.

Technical Skills

Systems & Platforms:

Windows 10/11, Linux, AWS EC2, Microsoft 365 Admin Center, Plex, Lead Perfection

Programming & Tools:

Python, C++, JavaScript, Excel (Advanced Functions), PowerShell, HTML5, and CSS

IT Operations:

Helpdesk Support, IT Ticketing Systems, Digital Onboarding, Troubleshooting

Soft Skills:

Leadership, Team Collaboration, Critical Thinking, Clear Communication

Professional Experience

All-Weather Seal – Lowell, MI

IT Administrative Assistant | May 2024 – Present

- Designed and implemented a comprehensive digital onboarding guide, reducing setup time by 6+ hours and earning 95% positive new hire feedback.
- Facilitated transition to a new IT support ticketing system, cutting average response times by 20%.
- Provided Tier 1 troubleshooting and support through digital helpdesks, improving user satisfaction.

Lakeland Monroe Group LLC – Kentwood, MI

Data Analysis Specialist | May 2023 – January 2024

- Conducted quality control, inventory audits, and safety protocol reviews across manufacturing units.
- Led and coordinated re-tooling initiatives, optimizing inventory accuracy and equipment efficiency.
- Utilized Excel and internal tools for data tracking and process analysis.

Education

Michigan State University – East Lansing, MI

Bachelor of Arts in Information Science

Minor: Information Technology