Jordan C. Lamotte

Professional Experience

MyWebGrocer (Winooski, VT)   **May 2014 - present**
IT/Networking Intern
- Facilitated positive computer repair experiences by communicating with users
- Wrote documentation and tutorials to enhance and streamline the user support experience
- Communicated problems and solutions with users of varying levels of technical knowledge
- Provided IT training to new employees

Champlain College (Burlington, VT)   **April - August 2013; January 2014 - present**
Outreach Specialist, Canvas Learning Management System (LMS)
- Educated faculty on how to effectively use an online LMS to enhance a course experience
- Wrote tutorials to enhance and educate faculty on specific features of the LMS
- Maintained and updated an online eLearning knowledge base
- Performed course migrations and quality checks with other members of the team

Staples (South Burlington, VT)   **August 2012 - August 2013**
Easy Tech Sales Associate & Resident Technician
- Assisted customers in making educated purchasing decisions (computers, tablets, printers)
- Performed hardware and software repairs on customer computers
- Communicated with customers to ensure a positive customer service experience

Milton Town School District (Milton, VT)   **June 2011 - June 2012**
IT Technician
- Provided computer hardware and software support
- Supported a wide variety of computer hardware and software
- Ensured that help desk tickets and projects were prioritized appropriately

Skills

- **Technical:** computer troubleshooting, Active Directory, Group Policy
- **Software:** Microsoft Office, Wireshark, VMware suite, VirtualBox, Cisco Packet Tracer
- **Operating Systems:** Microsoft Windows & Windows Server, Mac OS X, Debian-based Linux
- **Non-technical:** documentation, communication, user training

Education

Champlain College (Burlington, VT), Bachelor of Science   **August 2011 - May 2015**
- **Major:** Computer Networking & Information Security
- **Specialization**: Cyber Security
- **Minor**: Computer & Digital Forensics