Jackson Mehalko (702) 417-7186

mehalkoj@gmail.com
github.com/mehalkoj
protocolsafterhours.com
www.linkedin.com/in/jackson-mehalko

Skills and Technologies

- Javascript & TS, PHP, Python, C++, SQL
- React, Vue, Next, Tailwind
- Docker, Virtualization, WordPress
- Asana, Jira, BitBucket, Git

Experience

30 Lines
April 2023 – Present
Support Developer
Remote

- Provided support for WordPress and the 30Lines developed plugin, RentPress to our clients in the multi family housing business.
- Provide small CSS and Javascript code for WordPress sites to fix front end issues.
- Handle hosting and WordPress maintenance for hundreds of websites.
- Inspected the front end with the browser console to troubleshoot issues.
- Troubleshooting custom code in the Laravel and Vue frameworks.
- Using PHP to develop internal tools to help with the support process.
- Creating documentation and cooperating with the Agency lead to creating support pipelines.
- Providing customer service to our multi housing and agency partners inside of our HubSpot ticket system.
- Staying organized with tickets and submitting bug reports in our project management software Asana.

M. Roberts Media
February 2022 – April 2023
Help Desk Technician
Longview, TX

- Broke down and evaluated user problems in a check list of troubleshooting techniques.
- Utilize a support ticket system for communication with an end user as well as its other features for documentation.
- Configured hardware, devices and software to set up work stations for employees.
- Monitored systems in operation and quickly troubleshoot errors.
- Devised solutions in solving problems that occur with software like Adobe Creative Cloud and its products, Microsoft Suite, Google Suite, Brainworks, Adperks, and Blox CMS.
- Daily use of Active Directory, Google Admin, Fresh Desk Ticket System, and Unifi Control Panel.
- Install and terminate cabling for workstations and offices.

Hallsville ISD
June 2021 – February 2022
IT Support Specialist
Hallsville, TX

- Providing hardware and software support to the multiple schools in the district.
- Configured hardware, devices and software to set up work stations for teachers and faculty.
- Installation of CAT 6 cabling for computers, access points, switches, and security cameras.
- Provisioning computers in swarms utilizing automation.
- Using a remote tool to update or troubleshoot issues a staff member may be having.
- Providing customer support to teachers and students with simplifying technical issues down for them to better understand.

Projects

Personal Site [WIP] (React, Next, Typescript, Tailwind, PostgreSQL)
- Displays my Github repos by using the Github API and dynamically creating UI elements.
- Data dynamically pulled from a PostgreSQL database to fill UI elements.
- Dev blog content management system

Weather Module (Python)
- Retrieve 12 hour and 5 day weather data from the Accuweather API.
- Parse and insert the data into an SQLite database.
- To get around the limits on API calls, the only way data is called from the API is if it determines the data in the database is already too old.

Certifications

Comptia Network+
Valid Nov 2022 – November 2025

Education

Texas State Technical College
August, 2021 – May, 2022
Credits Towards Associates of Applied Science In Computer Programming
  - Created software and web pages using HTML, CSS, Javascript, Python, MySQL, C++, and C#.