



# EDWARD S. JACKSON

## COMPUTER SYSTEMS ENGINEER

MrNetTek@gmail.com  
<https://www.linkedin.com/in/mrnettek>

### AWARDS

#### LEADERSHIP AWARD

Exceptional contributions to further student success

#### EMPLOYEE RECOGNITION

Outstanding achievement

#### PEER AWARD

Engineering achievement

#### EMPLOYEE OF THE MONTH

Customer service excellence

### EDUCATION

#### MASTER OF SCIENCE IN INFORMATION TECHNOLOGY

GPA 4.0, 2013-2015

#### BACHELOR OF SCIENCE IN LIBERAL STUDIES

Summa Cum Laude, 2010-2013

#### CERTIFICATIONS (43 EXAMS)

Microsoft, CompTIA, Apple, Cisco, HP, EC-Council

#### TRAINING (51 CERTIFICATES)

Apple certificates (ATLAS)  
Microsoft certificates (MVA)  
Amazon Web Services (AWS)

#### KAPLAN, INC.

Senior Systems Engineer: 2010-Current

- Provide DevOps and automation support for desktops, laptops, servers, and company applications; 29,000+ computers, 34,000+ peak corporate base.
- Create automated, zero-touch packages; average 400 packages per year.
- Create automated images, on-site and off-site upgrade strategy; SCCM, WDS.
- Code in C#, C++, PowerShell, batch, VBScript, AutoIt, HTA, JavaScript, others.
- Provide SCCM platform support, and create, test, and deploy packages.
- Provide Azure-Intune platform support, and create, test, and deploy packages.
- Reverse engineering and debugging applications.
- Build DirectAccess lab and write documentation.
- Build SCCM lab and write documentation. Troubleshoot enterprise SCCM.
- Build PKI lab and write documentation. Troubleshoot enterprise PKI.
- Test Mac OS X, dmg, pkg, app, and bash scripts.
- Perform R&D across all new technologies and platforms.

#### ADVANCED REFRIGERATION & AIR

Network Engineer: April 2010-July 2010 ■ 200+ devices, 200+ customer base

#### KAPLAN HIGHER EDUCATION

Desktop Administrator: 2009-2010 ■ 9,000+ devices, 11,000 customer base

#### HALIFAX MEDICAL CENTER

Desktop Administrator: 2006-2009 ■ 3,000+ devices, 5,000 customer base

#### OTHER TECHNOLOGY JOBS

1994-2006 ■ Available upon request

28+ Years of Technical Experience

Technical Writer

30+ Letters of Recommendation

Corporate R&D

Multiple Company Awards

