Thomas Jarzyniecki III

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765-631-6955

SKILLS

- A+ Certified
- Certified Technician for HP and IBM/Lenovo
- Computer installation, configuration and support (10+ years)
- Programming in Python, C++, Scripting in Lua and XML (2 years)
- Video Editing and Compositing (2 years)
- 3D Modeling and Animation with Maya, ZBrush and Fusion 360 (2 years)
- Extensive software experience including Microsoft Office, all Adobe Applications and QuickBooks (10 years)

WORK EXPERIENCE

Prosys - Jan 2019 to June 2019

Responsibilities:

- Speedy but thorough troubleshooting and diagnosis of between 25-50 devices per week - including notebooks, Chromebooks and desktops - from school districts all over Indiana
- Opening tickets and submitting orders to HP and Lenovo for parts
- Repairing the machines once parts arrived and processing claims and tickets as quickly as possible to ensure school districts and their students get the devices back within agreed-upon timelines
- Imaging and configuring devices - windows machines, Chromebooks and iPads - both manually and through various management applications like Filewave

Hoosier Broadband - June 2018 to Nov 2018

Responsibilities:

- Troubleshoot internet connectivity over the phone with end-users of a wireless point to point rural internet network using a combination of remote device access and walking users through configuration over the phone
- Using remote desktop applications to manage hardware and software over a geographically large and technologically complex network that integrated several wireless and wired connectivity technologies
- Updating and managing a VOIP phone system including configuring an FTP server, sourcing and storing firmware for multiple phone models and troubleshooting problems between them

Worldwide Tech Services - Jan 2017 to June 2018

Responsibilities:

- Troubleshoot and repair computer equipment from personal desktops and laptops to enterprise servers and printers
- Manage a personal ticket queue that encompasses central Indiana while representing multiple companies including Dell, HP and IBM/Lenovo
- Work with both client tech support services and vendor support to troubleshoot, diagnose and order parts quickly and efficiently

- Ensure tickets are well documented and successfully closed in a timely manner

NCR Contractor, Schoening Technology Group - *October 2016 to Jan 2017*
Responsibilities:
- Troubleshoot, repair and replace Point-of-Sale computer equipment in the field at retail locations across central Indiana
- Process and manage equipment inventory of new and replacement parts, which included picking up and return shipping in a timely manner
- Efficiently manage time and activities to meet assigned ticket SLAs in a fast-paced environment where customer satisfaction and speed are top priorities