Kaitlin Jones

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Skills Summary _____

- Program enterprise level routers and switches for implementation in a business environment
- LAN/WAN routing
- Build SQL databases for data retrieval
- Set up Windows Server 2008 for use in a business environment with Active Directory and Exchange
- Extensive knowledge in Microsoft Office 2007 & 2010
- Experience in Linux operating systems for end users
- Support Windows XP/Vista/Windows 7/Windows 8 environments
- Project Management
- Limited work with HTML and CSS3
- Network/Computer Security
- Wireless routing/Security configuration
- Printer installation/troubleshooting

Certifications _____

Cisco Certified Network Associate
Certified January 6th, 2012

Comp TIA A+
Certified December 7th, 2010

Lenovo Authorized Warranty Service Provider
Certified January, 2014

Education _____

- **Hawkeye Community College – Waterloo, IA**
    - **Computer Networking Technician**
        Diploma
        Complete 7/11

    - **Network Administration and Engineering**
        AAS Degree
        Complete 5/12

Experience _____

- **NETWORK ADMINISTRATOR/I.T. DEPARTMENTMANAGER/ASSOSIATE TECH DIRECTOR-**
    CONSULTEXS CONSULTING COMPANY
    - **Lenovo Authorized Warranty Service Provider**

        Maintain all aspect of the Lenovo ASP for warranty claims for Central City Community Schools. All machines are repaired and maintained in house for the district. Under this role I have many titles including-

        - Claims Administrator
        - Profile Administrator
        - Dealer Administrator
        - Employee Relations
        - Certified Lead Repair Technician

    - Project Manager
        - Manage and supervise complete computer refurbishing project for school district
        - Oversee inventory redesign

- ➤ Network Administrator for 1-1 Technology School District
  - CIPA firewall configuration
  - Support classroom technology including but not limited to projectors, promethean whiteboards, phones, printers, and monitoring software
  - Google domain administrator
  - Help show use of Google Drive, Docs, Calendar, etc.
  - Website maintenance
  - ARUBA network configuration and maintenance
  - General troubleshooting
- ➤ Support Lenovo laptops for 5-12 students
  - Fix and maintain laptops
  - Build and deploy images for machines
  - General information instruction to students and staff on use of computers
- ➤ Support I-pads for K-12
  - Use Meraki management software to deploy and maintain applications
  - Help students learn how to use and maintain I-pads
  - Help teachers with knowledge base of apps and how to use them in the classroom

❖ **COMPUTER TECHNICIAN-** ACT, INC.- TEKSYSTEMS
- ➤ Computer Technician for Windows XP to Windows 7 Enterprise Environment Transition
  - Image new machines for deployment
  - Install required software for users
  - Transfer data from old to new computers
  - Help users with learning Windows 7 environment
- ➤ Project Manager for Offline Inventory
  - Develop system for tracking offline inventory
  - Scan in all old equipment to document location/availability

❖ **EXPERENTAL LEARNING- CLASSROOM ENVIRONMENT/ MOCK BUSINESS ENVIRONMENT-**
  Hawkeye Community College- Net Admin Program
- ➤ Desktop Manager Position
  - Implement end-user desktops initially with Windows XP operating systems
  - Work with teammates to write out plan to implement Windows 7 environment
  - Plan and deploy anti-virus and anti-malware solutions
  - Work with Server team to deploy Windows Deployment Services for operating systems
- ➤ Network Technician Position
  - Maintain networking components
  - Backup networking hardware configurations
  - Work on layer 3 switches to ready for deployment
  - Update firewall security rules

Activities _____

- ◆ Hawkeye Gamers Club   President- 2011/12 School year
  I led weekly meetings between the members of the club to plan the monthly LAN event held at Hawkeye Community College. The members of the gamers club work together to hold gaming tournaments and support the community. During events I did a variety of responsibilities including managing members supervising events, tracking financial information, event safety, and secretarial needs.

- ◆ Student Tech Team Leader

  I teach students with small projects about technology and how to use them in the business world. We also build machines for different departments in the district and I show students basic computer maintenance regarding security and upgrades.