

# Tyler Jeannelle

Thornton, CO 80023

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## Work Experience

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### **Help Desk Technician**

United States Geological Survey (USGS) - Lakewood, CO

February 2021 to Present

Provide the ability to handle issues through various ways of communication including email, chats, in-house ticketing system, phone calls, and voicemail.

Fluent in, but not limited to

- Active Directory
- Windows 10
- Pulse Secure VPN
- Multi-Factor Authentication
- Beyond Trust Remote Management System

### **Help Desk Technician**

IBM - Boulder, CO

July 2019 to February 2021

I assist the customers to the best of my ability in solving technical issues in a timely manner. Some of these issues include but are not limited to; Windows, VPN, iOS and Android, Microsoft Office, and more. Most used applications are, but not limited to:

- Active Directory
- Service Now
- SCCM
- Dame Ware
- Citrix

### **Production Worker**

Vestas - Brighton, CO

February 2018 to July 2019

- Operate cranes
- Operate forklifts
- Work in cooperation with a team of 10-15 people everyday
- Follow detailed build instructions
- Complete tasks efficiently and in a timely manner

### **Assistant Manager**

O'Reilly Auto Parts - Thornton, CO

August 2016 to February 2018

- Provide knowledge on a wealth of parts
- Assist customers to the best of my ability
- Create schedules for the other employees
- Open and close the store
- Handle large amounts of money

## Education

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### **Certificate in Auto Mechanics**

Lincoln College of Technology-Denver - Thornton, CO

August 2016 to January 2018

## Skills

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- Technical Support
- Help Desk
- Troubleshooting
- Active Directory
- Software Troubleshooting
- Microsoft Windows
- Remote Access Software
- ServiceNow
- SCCM
- Desktop Support
- Operating Systems