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## Professional Objective

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Utilizing 7+ years of technical expertise and exceptional customer service skills, my mission is to secure a rewarding career as a Help Desk Analyst, Technical Support Analyst, or Desktop Support Specialist in a fast-paced state-of-the-art Information Technology environment, whereby, as a result, increasing company productivity and maintaining customer satisfaction.

## Technical Skills

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**Software:** Microsoft Windows 3.1, 9x, ME, NT 4.0, 2000, Vista, XP, & 7 Operating systems & Servers; Novell Netware; Macintosh OS 9x and OS X; TCP/IP; IPX/SPX; IMAP, POP, Netbui; DHCP; Ethernet; SMS; SCCM; LANDesk; On Command Remote; Dial-Up Networking; VPN (Secure Remote); Checkpoint; Juniper; MS-DOS; DSL; Bluetooth Wireless Technologies; Symantec Ghost; VMware (Enterprise Administrator; MS Exchange Server; MS Project 98, 2000, 2007 & 2010; MS Office 97, 2000, XP, 2003, 2000; 2010 Professional and OS365; MS FrontPage 98, 2000, XP, & 2003; Microsoft Lync 2010; Lotus Notes; GroupWise; Outlook; Entourage, McAfee, Dr. Solomon's and Norton's Anti-Virus; Act; Goldmine; FileMaker Pro;; Remedy; Service Now; Easy CD Creator; Nero CD Burning; Internet Explorer; Mozilla Firefox; Google Chrome; Netscape Navigator & Communicator; AT&T Global Dialer; Ipass; Partition Magic; Adobe Photoshop; Adobe Illustrator; Adobe PageMaker; Adobe Acrobat Reader/Writer; WinFax Pro; FaxSr; PC Docs; Norton's Utilities; JES2 , VM , MVS , VTAM , CA5 , CA7 , CICS , ESA , VSE Active Directory, Mcafee , SSCM

**Hardware:** HP Vectra, Kayak & Pavilion; Dell Optiplex, Dimension & Precision; Compaq DeskPro; NEC Powermate; IBM Net Vista, Gateway; Compaq Armada Laptops; IBM ThinkPad series & Lenovo; Dell Latitude Notebooks; Toshiba Satellite Laptops; Toshiba Libretto; NEC Versa Notebooks; Macintosh G3/G4, , iMac; MacBook Pro; HP LaserJet, DeskJet, Inkjet & Multifunction Printers/Scanners; Lexmark Printers; Xerox Workforce Centre Multifunction Printers/ Scanners; HP CD Writer Plus; Imation CD Burner; TDK CD Burner; US Robotics & Zoom data/voice/fax modems; Bantam External CD ROM Drive; HP Scan Jet; Western Digital & Seagate Hard drives; Memory; Network Interface Cards; Plug & Play; SCSI; IDE; USB; Keyboards; Mice and Pointing devices; Monitors & Video Display Adapters; Sound cards; with IBM 400 series drives, Bell magnetic drives. etc.

**Telecommunication:** PBX Phone Switch's, T1, T3 Circuits, Punch down Blocks, Voicemail, Palm Pilot, Blackberry, iPhone

## Education, Certifications & Training

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*Windows XP Professional MCSE 70-270*  
*Windows 2000 Network Design MCSE 70-221*  
*COMP TIA A+*

Lincoln Technical Institute, *Basic Automotive Course - 1991, Arlington, TX*  
East field Community College, *General Automotive Course - 1992, Mesquite, TX*

Lincoln Technical Institute: Mechanical tune-up certification, advanced diagnostics certification.  
Extensive experience in automotive repair and body work.  
Experience in general plumbing, electrical, dry-wall, painting and trouble - shooting equipment

The mechanical maintenance of commercial equipment and multi-million-dollar properties.

## Professional Experience

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### Advantix Solutions

9/3/2019-7-19-2024

Fixed Wireline Support

Job Duties:

- Manage and support over 60 accounts and support our clients with 24/7 support.
- Strict SLA on these accounts, which must be monitored and managed.
- Create trouble tickets and layer 1 trouble shooting with the site.
- Managed RDS Support which split my duties between the repair side with over 750 customers.
- Documentation of process and procedures for new hires and current employees.
- Experience with Salesforce and One view application that we used for ticketing system.
- Processed mobility cases for oversea travel with cell phones.
- Worked with Account team and client with service issues and needs and ran reports for phone usage for Bancroft.
- Assisted with the MACD team on service requests and maintained that our clients service stays up and remains stable.
- Worked with all major ISP on repair issues with DIA, MPLS, Circuits and PIAB..ETC

### M. Green A/C & Heating

7/2017-5/2019

#### Lead Inspector

Job Duties:

- System pressures from SMAN gauges
- Temperature splits for the AC & Heat
- Take pictures of the condenser and air handler units
- Take pictures of the evaporator coil and drain pan.
- Test amp draw for heat kits and fan motor and compressor
- Checked duct work for any damage or leaks.
- Checked coils for leaks
- Did some service work mainly small repairs – run capacitor, clean condenser coils..etc
- Complete Inspection form and upload photos to opendoor
- Reported all my results to opendoor

### Centennial Medical Center

7/2012- 6/2017

#### Desktop Support

- Assisted with desktop KACE Imaging
- Assisted with doing SMS software pushes across the network.
- Worked OPAS Tickets in which were placed in our IT queue.

- Created access for applications and network shares.
- Assisted in projects and work with 3 rd party vendors.
- Trouble shoot applications and hardware issues for over 500 users and 600 computers.
- Interactive with customers and work on issues whether it's hardware or software related and to maintain or different service levels.
- Maintain our SLA for our department which we had a quick turnaround time of a few days to resolve.
- Coordinated with Vendors to address escalated hardware, software, and/or peripheral related issues.
- Created groups and managed our OUs within active directory.
- Assisted Administration with computer or handheld devices problems.
- Performed Data Backup and Migration on our NAS servers.
- Performed HAGY Backup daily.
- Granted access to conference rooms and Distribution Lists within Outlook
- Maintained and updated Documentation for software and hardware related issues to use to train new users and other desktop technicians

## **Perot Systems/Dell Services**

5/2005 to 7/2012

### **Messaging Services Senior Analyst & Blackberry Administrator**

2/2010 to 7/2012

- *Created mailboxes and OCS for new users.*
- *Configured shared mailboxes and conference rooms.*
- *Mailbox increases for managers and executives.*
- *Assigned permission levels.*
- *Performed Data Backup and Migration*
- *Provide basic instruction for users on MS products, as well as other industry standard applications as needed.*
- *Made technological recommendations to users as needed in order to help streamline their productivity.*
- *Coordinated with Vendors to address escalated hardware, software, and/or peripheral related issues.*
- *Created and maintained documentation of technical processes and procedures.*
- *Interacted with Users at various levels.*
- *Blackberry Server Administrator*
- *Supported over 65 accounts with handheld devices for 80,000 + users.*
- *Black Berry and Palm Pilot and iPhone*
- *OWA configuration*
- *Change Management updates*
- *Removed and Added users to the BES server.*
- *Performed activations from the BES server.*
- *Assigned permissions to desktop personal or other various levels of management.*
- *Assisted on High severity tickets due to BES related issues or outages.*

### **Team Lead for GPI account**

5/2008 to 2/2010

- *Managed the GPI account with 10 service desk agents under my leadership.*
- *Maintained Sla agreement with the customer.*
- *Trained staff and worked with the various other accounts during outages and / or staffing troubles.*
- *Assisted upper management with any request that happened during off hours.*
- *Trained night shift and provided basic instruction for agents on MS products, as well as other industry standard applications as needed.*
- *Logged and monitored all calls using BMC software.*
- *Daily call log reviews and reports*
- *Daily and monthly performance reviews with agents and management*
- *Consulted with office employees and management on IS technology options.*

### **Service Desk Analyst**

5/2005

- *Provided Technical Support consisting of effective use of technologies of the several accounts the company supported to include, but not limited to Computer hardware, various software applications, Audio/Visual Equipment, Mobile Devices, Network (wireless) connectivity, and corporate specific Web based applications.*
- *Documented and tracked all Incidents and Requests via Remedy (Ticketing System).*
- *Assisted in the effective operation of the accounts maintaining Sla's*
- *Assisted in the supervision of our company's knowledge base*

- Performed Help Desk tasks via telephone, email, walk-ins and desktop visits.
- Joined new computers to the Domain.
- Remotely installed standard and non-standard software using SCCM Deployment Tools.
- Accounts I supported *Perot Systems leverage, Washington Group, Wolterskluwer*
- Altivity, GPI, Verso
- Second Level support for Wolterskluwer account

IFC Technology

12/1998 to 4/2005

### **Cable / Satellite Technician**

- Installed Dish and Direct Tv Equipment
- CCTV Cabling runs and wall drops for residential and commercial accounts.
- ADT alarm panel installed with wireless/ Hardwired sensor.
- Surround Sound set up for homes/business.
- Phone lines installed at the demarc and pulled new lines for service if required.
- Experienced with low voltage set ups.
- Experienced with trouble shooting all equipment on site to make repairs to restore service whether it's a bad LNB or cable connection. Etc
- Toning out lines on site and to tag and locate service lines.
- UPS Set ups for business accounts to maintain service should power go out and remain a stable connection.
- Lead Installer for 6 years with 12 installers under me with a 60-million-dollar contract with Cox
- Upselling surge protectors and any customer equipment at the time of installation.
- Never had a job that couldn't be completed one way or another to remain within the strict codes that we had to maintain while in the field.

Holiday Inn

10/1997 to 11/1998

### **Chief Engineer**

- Maintained both interior and exterior of buildings.
- Repaired plumbing systems
- Repair electronic door locks
- Prioritizing emergency repairs on site to keep the property running smoothly.
- Dry wall repair and painting
- Electrical repairs and minor wiring for outlet plus
- Safety locks out procedure.
- Chill water tower maintenance
- Managed all work using a variety of hand tools.
- Performed preventative maintenance of all buildings and associated equipment.
- Administered installation of light fixtures and replaced any broken switches.
- Performs routine maintenance on building systems.
- Orders supplies and materials needed for repairs and maintenance.

***References Available upon request.***