

# JACOB R. HALLETT

I.T. Technician

## CONTACT

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<https://www.jektechstudios.com/>

## SOFTWARE

Active Directory  
Falcon CrowdStrike  
Teamviewer  
Clonezilla  
Visual Studio 2017 – 2022  
Visual Studio for Mac  
Visual Studio Code  
Source Tree  
Microsoft Office  
Powershell & CMD  
Git

## LANGUAGES

C# in Web App Development  
C++  
Python  
HTML  
JavaScript  
CSS  
Powershell  
ASP.NET

## PROFILE

Results-driven and customer-focused I.T. Technician with 4+ years of experience providing exceptional technical support and troubleshooting expertise. Proven track record of delivering timely solutions to complex technical issues while ensuring minimal downtime and maximum productivity. Possess a solid understanding of various hardware and software systems, network administration, and IT best practices. Excellent communication and interpersonal skills enable effective collaboration with cross-functional teams and end-users.

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## EDUCATION

### **BS in Computer Science: Candidate**

Lawrence Technological University, December 2023

Cumulative GPA: 2.62

### **Educational Game Design Projects:**

Transcendence, 2019

Sole Programmer, Developed in Unity – Narrative/Experience

LUX, 2018

Sole Programmer, Developed in Unity – Narrative/Adventure

Poto and Chubs, 2017

Sole Programmer, Developed in Unity – 2D Platformer

## EXPERIENCE

I.T. HELP DESK TECHNICIAN • MAY 2019 - PRESENT

Lawrence Technological University

- Act as first point of contact for students, faculty, and staff for all IT needs
- Provide technical support and exemplary customer service
- Administer maintenance of Jamf server
- Build, test, and distribute Mac and Windows images to students, faculty, and staff
- Document, analyze, test, and modify computer systems, scripts, and applications

I.T. STUDENT ASSISTANT • 2016 - 2019

Lawrence Technological University

- Verify integrity of computer hardware
- Provide general maintenance/repair of damaged machines
- Distribute workstations to students, faculty, and staff members