Jackson Lawrence

**RELEVANT EXPERIENCE**

World Class Distribution, Inc. - *Systems Support Technician*

November 2024 - Present

* Diagnosed and resolved computer hardware, software, and networking issues
* Deployed, configured, and provided technical assistance with computers, monitors, printers, Android devices, and vocal picking devices
* Assisted with the installation and troubleshooting of network equipment, such as switches and UPSs
* Patched ports throughout the facility into switches mounted in closeted and aerial IDFs
* Used Active Directory and Group Policy to manage user accounts and groups
* Wrote scripts to gather data and automate processes, several of which were implemented at other facilities
* Created SOPs and documented network topology to update the knowledge base
* Ran and terminated ethernet cable for network drops

**EDUCATION**

Western Kentucky University - *Bachelor of Science, Computer Information Technology*

2020 - 2024

* Magna Cum Laude; Dean’s List, President’s List

**CERTIFICATIONS**

* CompTIA A+
* CompTIA Network+
* Testout Windows Server Pro 2016: Networking

**SKILLS**

* Windows Environment
* Active Directory
* Group Policy
* Batch and PowerShell scripting
* Microsoft Office suite
* Networking Concepts and Protocols (DNS, DHCP, TCP/IP)