

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 IDF's
- 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)