

Jon Smith

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Objective: A 10-week cooperative work experience as a Computer Support Specialist for summer, 20XX

Education:

Rochester Institute of Technology, RIT – Rochester, NY
National Technical Institute for the Deaf (NTID)

- Major: Applied Computer Technology
- Degree: Associate in Applied Science (AAS) (expected May 20XX)
- Concentration: Computer Tech Support or Networking and Cyber Security

Certifications:

- Plan to take A+ Certification in Spring 20XX
- Plan to take Network+, MCSE, and CCNA in the future

Skills:

PC Technician

- Disassembly and assembly of computer hardware
- Configuration, diagnosis, repair and preventive maintenance of computers
- Troubleshoot hardware and software incompatibility issues or errors
- Installation and configuration of operating systems and network operating systems
- Software and Driver updates
- File organization, system benchmarking, cleaning and optimizing
- Hardware: SATA, PCI, PCI-Express, USB, 1394, DVI, and Display Point
- Peripherals: scanner, printer, copier, projector, external backup drives

Networking

- Implement centralized administration capability through a directory service such as Active Directory
- Create and manage user, computer and group accounts
- Implement and manage network services such as file and printer sharing, DHCP, and DNS
- Install, configure and support an organization's LAN including wiring, addressing scheme, use of routers, APs, and switches, wired and wireless NICs
- Security management include software/hardware firewalls, account and resource management, best practices, and testing
- Server configuration using Microsoft Windows Server 2012 R2

Operating Systems and Application Software

- Microsoft Window 7/8.1/10, Mac and Linux
- Microsoft Word, Excel, PowerPoint, and Access
- VMware Workstation
- Virtual Machine Management
- Ad-aware, Spybot, Windows Defender and other anti-spyware software

Work Experience:

Cornwall School District – Cornwall, NY

November 2010 – December 2015

- Worked as a PC technician, repaired any defected computers
- Set up and connected brand new Dell computers to a network for each classroom
- Checked all the computers to make sure the operating system was up and running

Wal-Mart – Harriman, NY

July 2006 – December 2009

- Collected carts from the parking lot
- Helped customers load heavy products into their car

Activities/Interests:

- VP NSC President, NTID

August 2016-present