Elijah Jackson
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Technology Proficiencies

Coding Languages: Javascript, Python, R, Java, C++, Ruby, SQL, MongoDB
Development: Node.js, React, Flask, Jquery, SASS, Numpy, NPM, JSX, SQL, HTML, CSS, Bootstrap, Git, Github, SSH, SEO, WordPress, GCP, AWS, Figma, Prompt Engineering, Shell, Bash, Cron, Jenkins, Selenium
Networking: Network Commands, Switch Management & Troubleshooting, Network Protocols, Network Monitoring & Troubleshooting, Network Performance Tuning, Meraki, Masergy, DHCP, VPN, DNS
Security: Firewall Management, Credential and Authentication Management, Okta
Administration: System Monitoring & Troubleshooting, NCR, Aloha, Teamviewer, Oracle Reporting and Analytics, Technical Support & User Training, Oracle Micros, Process Documentation, Server Management, Azure AD, VMware, Virtual Machine, Putty
Ticketing: Freshdesk, Jira Service Desk, Zendesk
Software: Active Directory, Office 365, Outlook, Cisco AnyConnect, Duo, Slack, Zoom
Platforms: Windows 10 Enterprise, macOS, Android, iOS, Chrome OS, Linux
Other: Software Monitoring & Troubleshooting, System Backup And Recovery, Virtualization, System Assembly and Repair, 3D Printing, Chitubox, Cura, Excel / Google Sheets, SVG Design

Work Experience

TRCA   9/2021– Present
System Administrator
- Maintained and monitored systems for over 1500 restaurants as well as over 400 corporate users.
- Spearheaded to rollout of a new POS system that reduced daily incidents by 63%
- Created documentation to help resolve issues, which reduced daily issues by 22%
- Administrative work involving active directories, databases, user management, server management & troubleshooting, user device management & troubleshooting, using virtual machines and remote device management
- Network Administration work involving network monitoring, troubleshooting network devices
- Cyber Security work involving firewall management & troubleshooting, authentication & access management, incident response, VPN management
- Troubleshooting various devices such as POS systems, receipt printers, label printers, office printers, servers, switches, routers, firewalls, PCs, KDS screens, TVs, coin machines, and card readers
- Communicating with team members to effectively allocate time and resources to resolve issues and make improvements
- Communicating with users to accurately diagnose, and solve problems,
- Training users on how to use software and devices and how to solve common issues

American Addiction Centers   6/2021 - 10/2022
Software Engineer
- Successfully converted the wellness tracker application's website to React, enhancing its performance and user experience
- Skillfully redesigned the entire UI of the wellness tracker application, resulting in a more visually appealing and user-friendly interface
- Collaborated with the development team to redesign the database structure, optimizing data storage and retrieval efficiency
- Leveraged expertise in MERN stack technologies (MongoDB, Express, React, and Node.js) to develop and maintain a robust and scalable application
- Actively participated in code reviews, ensuring adherence to best practices and maintaining high-quality code standards throughout the project
- Contributed to the design and implementation of new features, enhancing the application's functionality and user engagement
- Collaborated closely with cross-functional teams, including product management and design, to ensure alignment with project goals and requirements
- Utilized Agile methodologies to efficiently manage project progress, effectively addressing any issues or roadblocks that arose during development
- Continuously researched and implemented new technologies and frameworks to keep the application updated and in line with industry trends
- Assisted in troubleshooting and resolving any application issues, ensuring a smooth and seamless user experience for end-users.

Etsy   5/2015 – Present
E Commerce 3D Printer Operator
- Developed a new 3D printing technique to decrease processing time by 90%
- Interacted with and assisted customers leading to a consistent rating over of 4.8/5 stars
- Managed logistics, production, finance, and marketing which lead to revenue growth of over 1000% from the first month
- Consistently produced and provided high quality and sturdy products in a timely manner
- Maintained, troubleshot, and repaired 3D printers and necessary equipment

Self Employed   3/2015 – 10-2022
Computer Repair Technician
- Adept at diagnosing and resolving a wide range of hardware and software issues for Windows, Mac, and Linux systems.
- Successfully repaired and maintained over 1,500 computers.
- Skilled in virus and malware removal, utilizing industry-leading tools and techniques to restore optimal system performance and safeguard client data.
- Demonstrated expertise in troubleshooting and repairing various computer components, including motherboards, CPUs, RAM, hard drives, and video/sound cards.
- Proficient in installing, configuring, and upgrading operating systems, drivers, and software, ensuring optimal system performance and stability.
- Managed inventory of replacement parts and tools, maintaining accurate records and ensuring timely ordering of supplies to minimize downtime and reduce costs.
- Provided exceptional customer service, patiently listening to clients' concerns, explaining technical issues in layman's terms, and offering practical solutions that meet their needs and budget.
- Stayed current with industry trends and emerging technologies through ongoing professional development and training, ensuring the ability to provide clients with the most up-to-date solutions.
- Established a strong reputation for reliability and professionalism, earning numerous referrals and repeat business from satisfied customers.
- Efficiently managed workload and prioritized tasks to ensure timely completion of all projects, consistently meeting or exceeding turnaround time expectations.
- Repaired and assembled computers for customers, and for resale
- Marketed repair services, and computer sales

Education & Credentials

CompTIA Network+ & CompTIA A+
Google Data Analytics

Texas State University
Bachelor's in Computer Science
Minor: Business Administration