**Daniel A. Jacobson**

Independence, MO

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**Computer Technician / Level 2 Desktop Support**

**https://www.dajonline.net/Definitions/Computer\_Technician**

"*...as for me and my house, we will serve the LORD."* Joshua 24:15b

- CompTIA A+ CE Certified IT Professional.

- Experience with Microsoft Personal Computers.

**Experience**

 - Answered user inquiries regarding computer software or hardware operation to resolve problems.

 - Built Windows Desktop PCs hardware and software from scratch.

 - Collaborated with others to resolve information technology issues.

 - Completed over 240 PC migrations; each was started and finished in the same day.

 - Created batch files to install software 90% faster.

 - Developed procedures to program handheld scanners 90% faster.

 - Documented processes for future comprehension.

 - Encrypted PCs.

 - Imaged PCs.

 - Installed and maintained Windows 10,11 (and earlier), hardware and user software on PCs.

 - Maintain records of daily data communication transactions, problems, remedial actions and installation activities.

 - OS Migration: Windows XP to 7, 7 to 10 10 to 11, and earlier Windows versions.

 - Password Resets.

 - Presented basic orientation to new users and provided training to experienced users as system changes occur.

 - Referred hardware or software problems or defective products to vendors or technicians for service when required according to company policy.

 - Retired and documented computers at end of life.

 - Set up network Wi-Fi access point.

 - Teleworked every other week during the 2020-2021 COVID-19 situation.

 - Used Active Directory to create and delete users, set passwords adjusted permissions, installed programs and set fixed IP’s.

 - Used remote desktop software to access end user’s computers.

 - Worked in harmony with users to ensure good workflow.

**Desktop Support Related Employment:**

**Full Time, Short Term/Contracts** – Kansas City Metro Area 02/13/2014 – Present

Highlights:

**US Army Corps of Engineers** – Kansas City, Missouri 09/03/2019 - 06/17/2021

**IRS** – Kansas City, Missouri 08/27/2018 - 03/29/2019

**Children’s Mercy Hospital** - Kansas City, Missouri 09/10/2014 - 02/12/2015

**h+h Color Lab** –Raytown, MO 08/27/1992 - 01/24/2014

**Education:**

**New Horizons** - CompTIA A+ CE, Network+ **Overland Park, Kansas**

**ECPI -** Computer Programming **Kansas City, Missouri**

The most recent version available at: http://www.dajonline.net/resume Updated:11/28/2023