**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 with over 30 years’ experience working with Microsoft

Personal Computers and an individual contributor to an organization’s success, helping to increase user

satisfaction and ensuring all assets run smoothly, thereby increasing an organization’s profits.

- Active Listener - Backup and Recovery - Build/Repair PC’s

- Critical Thinker - Customer Centric - Microsoft Windows

- Motivated - Problem Solver - Punctual

- Remote PC Support - Team Player - Technical Analysis

**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.

 - Developed training materials and procedures or trained users in the proper use of hardware or software.

 - 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.

COVID-19 and recovery 2021~2023

**Note:** Since leaving h+h Color Lab in 2014, I have been seeking a permanent job in the field of IT.

The following jobs after h+h was secured through staffing & contract agencies.

**Full Time and Short Term/Contract Assignments**

**US Army Corps of Engineers** **Kansas City, Missouri**

**Desktop Support** 09/03/2019 – 06/17/2021

**Tortoise** **Lenexa, Kansas**

**PC Technician** 08/05/2019 - 08/06/2019

**Internal Revenue Service** **Kansas City, Missouri**

**Desktop Support** 08/27/2018 - 03/29/2019

**Kansas City Star** **Kansas City, Missouri**

**Desktop Support** 03/19/2018 - 04/27/2018

**US Air Force** **Springfield, Illinois**

**Desktop Support** 01/08/2018 - 01/16/2018

**Kansas City Star** **Kansas City, Missouri**

**Desktop Support** 12/12/2017 - 12/29/2017

**Whiting – Turner** **Kansas City, Missouri**

**Desktop Support** 12/06/2017 - 12/08/2017

**Vistar**  **Riverside, Missouri**

**Desktop Support** 12/04/2017 - 12/05/2017

**Kansas City Star** **Kansas City, Missouri**

**Desktop Support** 05/19/2017 (07/20/2017 - 07/24/2017) 08/21/2017

**Sprint** **Overland Park, Kansas**

**RAN Service Assurance Acceptance** 02/20/2017 - 05/03/2017

**Harley Davidson** **Kansas City, Missouri**

**Desktop Support**  06/06/2016 - 07/22/2016

**Lee Jeans** **Merriam, Kansas**

**Desktop Support** 01/13/2016 - 01/29/2016

**Reko Market Direct**  **Blue Springs, Missouri**

**Desktop Support** 07/20/2015 - 10/21/2015

**Children's Mercy Hospital** **Kansas City, Missouri**

**Desktop Support**  09/10/2014 - 02/12/2015

**Saint Luke’s Hospital** **Kansas City, Missouri**

**Desktop Support** 02/24/2014 - 04/25/2014

**h+h Color Lab** **Raytown, Missouri**

**Desktop Support, Tech Maintenance** 08/27/1992 - 01/24/2014

**Photo Printing Machine and Paper Processor Operator**

 - Started as a Photo Printing Machine Operator and Paper Processor Operator.

 - Conducted on-site training in routine personal computer use.

 - Developed policies and procedures that reduced the recovery time from power

 outages by 80%.

 - Developed policies that saved time on software installations, upgrades and maintenance.

 - Enabled and maintained a network file server for easy access of install files to increase

 productivity and save time.

 - Entered commands and observed system functioning to verify correct operations and

 detect errors.

 - Installed and performed minor repairs to hardware, software or peripheral

 equipment, following design or installation specifications.

 - Modified and customized commercial programs for internal needs.

 - Presented basic orientation to new users and provided training to experienced users

 as system changes occur.

 - Read technical manuals, conferred with users and conducted computer diagnostics to

 investigate and resolve problems or to provide technical assistance and support.

 - Set up equipment for employee use, performing or ensuring proper installation of cables,

 operating systems or appropriate software.

 - Trained users in procedures related to network applications software or related systems.

## US Air Force Veteran

##  - Honorable Discharge

**Education**

**New Horizons** - **Overland Park, Kansas** 2014

 - CompTIA A+ CE

 - Network+

**ECPI** – **Kansas City, Missouri** 1984

 - Computer Programming

**Electronics Institute** - **Kansas City, Missouri** 1977

 - Electronics

The most recent version of my resume and this extended version available at:

http://www.dajonline.net/resume

http://www.dajonline.net/resume/expanded

 Updated: 11/28/2023