

Jacob Stevenson

Cary, NC 27513

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My Portfolio Website

<https://jacobrs.com/>

Work Experience

Remote Service Engineer

Novatech - Raleigh, NC

October 2023 to Present

Created readable reusable documentation using Nextra.js. Maintaining and tracking all of thousands of customers through database systems. Developed end user tools in batch script to facilitate a smoother UX experience. Troubleshooting, repairing and installing of large format MFP and industrial Copy machines.

Sysops Tech 1

Stuller Inc. - Lafayette, LA

July 2021 to July 2022

- Imaged computers
- On-boarded all new associates
- Remedied Tier 1 and Tier 2 issues
- Configured the Azure network layout

Answered internal phone calls, troubleshoot user issues using remote software. Repaired, deployed and designed hardware and software solutions for internal users and departments. Imaged computers and utilized batch scripts.

IT Technician

Dog House Computers - Lafayette, LA

July 2020 to December 2020

- Imaged Mac and Windows computers
- Repaired hardware and software issues

Worked on end-user computers and servers. Fixed hardware, software and firmware issues. Meanwhile, I gained experience on Mac OS and Windows 10.

IT Manager

Southside High School - Youngsville, LA

August 2017 to May 2020

- Configured routers/modem
- Troubleshooting networking issues

Day to day operations usually consist of repairing staff and student computers and tablets; configuring networking settings and remedy wifi connectivity issues, managing the registration and distribution of technology around Southside High.

Education

Associates in Applied Sciences

South Louisiana Community College - Lafayette, LA

August 2021 to May 2023

Bachelors in Computer Science

University Of Louisiana At Lafayette - Lafayette, LA

January 2020 to January 2021

Skills

- Python
- HTML
- Proficient in CSS
- Java
- C#
- React
- MVC
- React Native
- TypeScript
- Microsoft Suite
- JavaScript
- Git
- Node.js
- XML
- Bootstrap
- MySQL
- APIs
- GitHub

Links

<http://jacobstevenson.us>

Certifications and Licenses

CCNA

CompTIA Network+

Assessments

Graphic design — Proficient

May 2023

Using graphic design techniques and producing visual media to communicate concepts

Full results: [Proficient](#)

Social media — Proficient

September 2023

Knowledge of popular social media platforms, features, and functions

Full results: [Proficient](#)

Basic maintenance and repair — Proficient

September 2023

Performing basic repairs and maintenance for apartment complexes, office buildings, and other facilities

Full results: [Proficient](#)

Technical support: Customer situations — Proficient

July 2023

Responding to technical support situations with sensitivity

Full results: [Proficient](#)

Management & leadership skills: Planning & execution — Proficient

May 2023

Planning and managing resources to accomplish organizational goals

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

May 2023

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Technical support — Proficient

June 2023

Performing software, hardware, and network operations

Full results: [Proficient](#)

Attention to detail — Proficient

May 2023

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.