

JACKSON TURNER

Networking Technician

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PROFESSIONAL SUMMARY

A seasoned Networking Technician with 10 years of experience in configuring, maintaining, and troubleshooting complex network systems. Expertise in TCP/IP, LAN/WAN architectures, and proficient with Cisco and Juniper devices. Focused on maximizing network efficiency and ensuring robust connectivity while delivering exceptional technical support in dynamic environments.

WORK EXPERIENCE

Networking Technician

Pineapple Enterprises

May / 2018-Ongoing

Santa Monica, CA

- 1. Resolved user support tickets related to hardware, software, and networking issues efficiently.
- 2. Managed deployment and maintenance of desktop solutions and networking technologies.
- 3. Executed seamless migration from Windows 7 to Windows 10 for numerous workstations.
- 4. Diagnosed and fixed PC-related problems, enhancing operational uptime.
- 5. Conducted assessments and recommended hardware/software standardization for improved performance.
- 6. Tested multiple connectivity pathways to ensure optimal network function.
- 7. Customized and optimized desktop applications based on user requirements.

Networking Technician

Silver Lake Enterprises

May / 2015-May / 2018

Seattle, WA

- 1. Served as a subcontractor for a leading IT firm, enhancing networking capabilities.
- 2. Installed and configured hard-line networking systems and servers, including proprietary software.
- 3. Delivered exceptional customer service by identifying root causes of technical issues.
- 4. Estimated material requirements for network installations in new facilities, ensuring accurate project execution.
- 5. Set up and configured new workstations and network systems for internet service providers.

EDUCATION

Associate of Applied Science in Networking

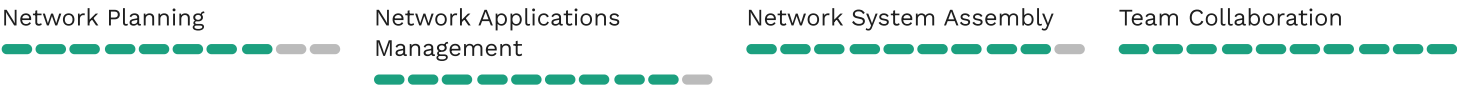
Tech Valley Community College

May / 2012-May / 2015

Portland, OR

Focused on network infrastructure design, management, and troubleshooting.

SKILLS



ACHIEVEMENTS

- ★ Reduced network downtime by 30% through proactive monitoring and maintenance.
- ★ Successfully migrated over 200 systems to updated networking protocols with zero data loss.