**Paul Jacobs**

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**SUMMARY:**

Ability to adapt to any changes within an organization, and to perceive new methods for improving overall efficiency, time management, and performance, without sacrificing quality. Experience in many areas of the information technology/systems field. Excellent technical skills with experience in PC refresh, PC migration, troubleshooting and developing innovative problem solutions.  
My linked in profile URL is <http://www.linkedin.com/in/paul-l-jacobs>

I am from a military family; we believe in showing that we can do what we say.

**TECHNICAL SKILLS:**

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| * **Operating Systems:** * Windows 95/98/2K/NT/XP/VISTA/7/8/10,11 Server 2000, 2003, 2008, and 2012 * MS DOS Any Version * Windows CE and Mobile 5 and 6, iPhone OS versions 6, 7, 8 and 9 iPad OS version 6 and 7, and Android OS versions 7, 8 and 9 * **Some Linux, DNS, Apache** | * **Software Applications**: * Microsoft Office Professional 2003, 2007, 2010, 2013 and 2016 including Word, Excel, Access, PowerPoint and Outlook * Adobe Acrobat * Antivirus & Firewalls * ETC.. |
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| * **Additional skills**: * Networking Lan/Wan Cisco Routers, Foundry Switches (wired and wireless), DNS, DHCP, Wins, Layer 2 & 3 routing, TCP/IP V4, IIS, Active Directory, MS Exchange, RDP and Terminal Services. * Computer/Network security and Internet security. * Cisco HW Firewalls. * System (Desktop / Server) and Network administration. * PC Refresh and PC Migrations of Windows 2000, XP and Windows 7 Windows 10. * Project Management * Troubleshooting, including desktops, laptops, tablets, printers (local and networked) and other peripheral devices. Application Support, Technical Support. * Technical Documentation. * User and Technical Training at the desktop. | |

**PROFESSIONAL EXPERIENCE:**

Loves Travel Stops & Country Stores with TEKsystems | Oklahoma City, OK | 4/2021 – 10/2024

IT Endpoint Projects Group

Installed, configured, and maintained Windows-based clients and Windows 10 remote desktop systems. Worked to troubleshoot a wide variety of hardware, software, and peripherals to ensure optimal operations. Managed a System Center Configuration Manage (SCCM) Client on Windows 7 and Windows 10. Administered VMware and vSphere servers, as well as a Beyond Trust remote access system with 10,000 objects.

**Cognizant / AT&T | Oklahoma City, OK | 10/2020 to 4/2021**

IT Software Support

Performed installation/setup, migration, maintenance and support of Windows based clients and Windows 10 desktop systems remotely.

Instrumental in troubleshooting hardware / software; included desktops, laptops, tablets, printers (local and networked) and other peripheral devices.

Created new procedures and documentation to maximize efficiency and professionalism of projects.

Trained End Users on features of software installed on Kiosks.

Created and designed technical documentation and user manuals.

Diagnosed and removed viruses, malware, and adware infections.

Repaired OS installations, fixed registry corruption issues, repaired corrupted user profiles, restored PCs and software applications after data loss/corruption.

**Amazon / IT Support Engineer I, Oklahoma City, OK**

*Troubleshooting / Hardware upgrades and Replacement* 1/2020 – 10/2020

Spearhead setup/installation, maintenance, migration, and support for Linux-based thin clients and Windows 10 desktop systems at FC. Manage troubleshooting of hardware and software, including laptops, desktops, printers (local and networked), tablets, and peripheral devices. Oversee setup, migration, maintenence, and support of Linux, Apple, Windows 7, and Windows 10 desktop systems. Offer training to end users on various features installed on PC. Led system and network administration by maintaining and supporting company network. Manage, plan, and configure installation of wired networks for customer systems. Configure TS/RDP/VPN on customer systems, including access points, handhelds (Android, iPhone/iTouch, and Windows Mobile), and Android/Apple tablets. Diagnose software/hardware issues and conduct research on issues. Provided training to users and technicians. Champion myriad of tasks including repair of OS installations, fixing registry corruption issues, repairing corrupted user profiles, restoring PCs and software applications after data loss/corruption, and utilizing Linux boot disks to recover data and/or repair window installations after window system crashes.

A few key accomplishments in this role include:

• Brainstormed and implemented new documents and procedures to enhance operations efficacy and professionalism of projects.

• Completed training on configuration and installation of hardware firewalls for customer systems.

• Designed technical documentation and user manuals.

DXC Technologies / SR. Desktop Support Engineer, Pratt and Whitney Oklahoma City, OK   
*Troubleshooting / Hardware upgrades and Replacement* 11/2015 – 1/2020

Supervised troubleshooting of hardware/software, including desktops, laptops, tablets, printers (local and networked), and peripheral devices. Championed Installation/setup, migration, maintenance, and support of Windows 2000, XP, Windows 7 and Windows 10 Desktop systems. Devised new procedures and documentation to improve efficiency and professionalism of projects. Directed training for End Users on features of software installed on PC. Oversaw system and network administration by maintaining and supporting the company network. Planned, configured, and installed wired networks for customer systems. Installed and configured TS/RDP/VPN on customers systems, including access points, handhelds (Windows Mobile, iPhone/iTouch, and Android), and tablets (iPad and Android). Completed training pertaining to configuration and installation of hardware firewalls for customers systems. Troubleshot and diagnosed software/hardware issues by testing for possible software bugs and researching respective software/hardware related issues. Crafted technical documentation and user manuals. Trained users and technicians by cultivating collaborative environments. Diagnosed and removed viruses, malware, and adware infections. Repaired OS installations by fixing registry corruption issues, repairing corrupted user profiles, restoring PCs, and updating software applications after data loss/corruption. Utilized Linux boot disks to recover data and repair window installations after Windows system crashes.

**A key accomplishment in this role:**

**• Successfully configured installation/setup, migration, maintenance, and support of Windows 7 & 10 Desktop systems for 350+ users.**

Rose International / State of Oklahoma (Omes, PC Support), Oklahoma City, OK

*Hardware upgrades and Replacement* 1/2015 – 7/2015

Setup, migrated, maintained and supported Windows 2000, XP and Windows 7 Desktop systems. Aided end users by conducting training on features of software installed on PC. Designed technical documents and user manuals.

A key accomplishment in this role:

Provided assistance in setup/installation, migration, maintenance, and support of Windows 7 Desktop systems for 15K+ users.

Kemtah / Integris Health, Oklahoma City, OK

*Desktop Support Specialist/System & Network Administration* 09/2013 – 07/2014

Installation/setup, migration, maintenance and support of Windows 2000, XP and Windows 7 Desktop systems. Troubleshooting hardware / software including desktops, laptops, tablets, printers (local and networked) and other peripheral devices. Creating new procedures and documentation to maximize efficiency and professionalism of projects. Providing training to End Users on features of software installed on PC. System and network administration, maintaining and supporting company network. Planning, configuring, and installing wired networks for customers’ systems Installing and configuring TS/RDP/VPN on customers’ systems including access points, handhelds (Windows Mobile, iPhone/iTouch, and Android), and tablets (iPad and Android), Trained on Configuring and installing hardware firewalls for customers’ systems Troubleshooting, diagnosing software/hardware issues, testing possible software bugs, and researching software/hardware related issues. Creating/Designing technical documentation and user manuals. Training users and technicians.

Diagnosis and removal of viruses, malware, and adware infections.

Repairing OS installations, fixing registry corruption issues, repairing corrupted user profiles, restoring PCs and software applications after data loss/corruption Utilizing Linux boot disks to recover data and/or repair window installations after window system crashes.

Oklahoma Dept. Of Human Services, Oklahoma City, OK

*IS Planning Specialist IV (Team Lead)* 04/2005 – 08/2006

On Planning Committees and Tasked to Lead Project Teams in Coordination of Agency / Interagency Standards.

Development of Agency Based Portfolio Management. Knowledge and Experience in developing strategic IT Plans, Worked with Key Division Leads and Officers.

Ability to be a Project Lead in developing Service Level Agreements. Served as a Successful Leader, Presenter and Facilitator Within and Between Business Units and Technology Areas Leading Teams of Subject Matter Experts.

Architecting and Implementing Exchange Migration to migrate over 6500 mailboxes from Exchange 5.5 to Exchange 2003 and architecting a move of 7000 mailboxes from GroupWise to Exchange 2003.

Assess Technical Feasibility and Needs to answer Business Requirements Training, Coaching and Documentation of Internal Site Projects. Follow-ups of Project Statuses and actions for Testing of Cisco PIX firewall Implementation.

Configuration and Assistance to Create / Deploy Security Policies for Data Encryption Solutions on Removable Media, Hard Disks, Cisco Routers and Switch Hardware. Implementation, Configuration and Troubleshooting, Including Wireless Solutions and VoIP.

Creating/Designing technical documentation and user manuals.

Training users and technicians.

**EDUCATION:**

Monte Vista HS, Spring Valley, CA

*High School*

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| * GPA 2.5 | * Completion date: June, 1990 |

SOR Training Center, Moore, OK

*Armed Security Phase IV*

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| * GPA N/A | * Completion date: September 2008 |

EOC Collage, Choctaw, OK

*Unarmed Security Phase I and II*

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| * GPA N/A | * Completion date: November, 2006 |

Certifications:

CompTIA A+ Certification

MCP Certification

MCDST Certification