

# JAMES MAYNARD

# JAMESMAYNARD.ORG

LEVEL 1 HELPDESK

## CONTACT

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## CAREER OBJECTIVE

To secure a challenging Helpdesk role in a dynamic organization where I can utilize my technical expertise, problem-solving skills, and customer service abilities to provide exceptional support to end-users. My goal is to contribute to the success of the organization by delivering high-quality technical support and building positive relationships with customers and colleagues alike.

## EDUCATION

Expected Graduation May 2024

### **Associate In Science (A.S.) In Information Technology Candidate**

University Of Alaska Fairbanks, Fairbanks, AK

#### Relevant Coursework

- Server Operating Systems •
- Network/LAN Infrastructure Basics •
- Intro To Coding And Programing In Python •
- Network Security Penetration Testing •
- Cybersecurity Deference And Countermeasures •

May 2021

### **Bachelor Of Science (B.S.) In Chemistry And Biology (General Science Degree)**

University Of Alaska Fairbanks, Fairbanks, AK

## EXPERIENCE

May 2021 - Present

### **Home Lab**

My Secret Hideout, Soldotna, Alaska

- Obsessed with leaning and understand network operations.
- Installed, configured and maintained network cabling and other networking equipment.
- Learned and applied new concepts, processes and tools.
- Administered and maintained end-user accounts, permissions and access rights.
- Installed and performed minor repairs to hardware, software and peripheral equipment, following design, and installation specifications.
- Read trade magazines and technical manuals and attended conferences and seminars to maintain knowledge of hardware and software.
- Repaired network equipment and software, maintaining computer and network equipment in safe and functional operating condition.
- Assessed malfunctions of computer applications, determining appropriate actions to maintain computer and network operations.
- Consulted with other technicians on major hardware and software issues to find solutions.
- Inspected and diagnosed issues with equipment to find solutions.
- Monitored network performance and updated network security.
- Analyzed systems and identified areas of improvement.
- Performed threat assessments to determine priorities in security implementation.
- Installed firewalls in company computers to improve security and prevent information breaches.

## **SKILLS**

- Problem Resolution
- Software and Hardware Issues
- Switches and Routers
- Technical Documentation

## **CERTIFICATIONS**

- Working on my CompTIA security + (test summer 2023)
- Working on my CCNA (test after fall semester)