

# Jason McHenry

IT Support Technician

Seeking an internship, apprenticeship or entry-level position in tech support, help desk, network systems, security specialist, service engineer or related field. Currently training for a career in IT Networking, Systems, and Security.

## Personal Info

### Address

22407 SE 244th ST  
Maple Valley, WA  
98038 - USA

### Phone

206.427.0820

### E-mail

mchenry.jason@gmail.com

### WWW

https://rookietechtales.blogspot.com/

### LinkedIn

linkedin.com/in/brandmchenry

### Twitter

twitter.com/brandmchenry

## Skills

Technical Support 

Hardware 

Configurations

Phone & Online 

Support

Troubleshooting 

Software Installs 

## Software

Windows Server 

2008/2012

Active Directory 

Windows 7/10 

Powershell 

SCCM 

Linux 

## Work History

Oct 2017 -  
present

### Auto Inspector 2

Cox Automotive

- Conduct auto inspections for condition and damages including damage repair and replacement cost estimates
- Experienced state-certified Vehicle Inspector with in-depth knowledge of Washington motor vehicle regulations and requirements
- Extensively focused and pays attention to every detail when inspecting dozens of vehicles per day

Oct 2007 -  
Aug 2013

### Technical Illustrator 2

Boeing

- Created schematics and technical illustrations for aircraft training and manuals
- Illustrated 500+ drawing and schematic files for several manuals
- Produced Excel metric systems for tracking data of hundreds of projects
- Awarded 3 times for my training material output, customer satisfaction

Jan 2005 -  
Mar 2005

### Service Representative

The Mac Store

- Assessed customers' support needs when they arrive
- Checked-in customers with proper device repair and service write-ups
- Provided solutions or refer them to other team members

Sep 2004 -  
Dec 2004

### Service Representative

Robert Half for WDS Global

- Solved Blackberry, PDA and wireless device issues for Verizon Wireless customers
- Knowledge of Blackberry, PDA and wireless devices interfaces implemented
- Met target goals using tech skill set and troubleshooting software

2001 -  
2004

### Computer Lab Tech

Boise State University

- Aided students with various MAC and PC applications
- Repaired minor printer mechanical errors

## Education

Jan 2017 -  
present

### Green River College

- AAS-T in IT Systems & Security \_ est. 2021
- 3.6 GPA

Jun 1999 -  
May 2004

### Boise State University

- BA in Visual Art
- Emphasis in graphic design

## Certificates

Mar 2019

CompTIA A+

Currently studying for CompTIA Network+ \_ est. 12/2019