

Jay Angelina

Certificates & Background

A+

> CompTIA

Google IT Support
Fundamentals

> Google | Coursera

Emerging Leaders

> UNCC

Competence in Language

Interpreting (English/Spanish)

> LanguageLine Academy

Skills

Hardware installation,
diagnostics and repair

Software/Hardware troubleshooting
(locally and remotely)

Onboarding/Offboarding
practices

Splashtop

Ticketing

MDM

0365/Admin Center

Web Deployment and Management

HTML5

CSS3

JavaScript

My Main Rig

Host: B660 AORUS MASTER DDR4

OS: Fedora 39

Kernel: 6.7.5-202.fsinc.fc39.x86

Shell: bash 5.2.26

Resolution: 2560x1440, 2560x1440

DE: Plasma 5.27.10

Terminal: Black Box

CPU: 12th Gen Intel i7-12700K

GPU: AMD ATI Radeon RX 6750 XT

Memory: 31.11GiB

Disk: 930G NVMe M.2

Select Work Experience

Lancaster County Government

June 2024 - Present

> Computer Services

> IT Technician

- Focused on providing exceptional first and second-level support to resolve hardware/software related issues.
- Manage service requests through a ticketing portal in order to monitor break-fix issues, always prioritizing end user satisfaction while documenting detailed information to streamline support processes.
- Work with Network Racks and other data/cabling infrastructure. Currently working towards a CompTIA Network+ Certificate.

Union County Government

October 2019 - June 2024

> Business Operations

> Senior Support Specialist

- Established the concept of a 'group e-mail' address to provide ease when requesting services. Worked with Union County IT team to configure it based on business needs.
- Programmatically created manuals for easier updating.
- Worked alongside members of the IT team on different projects throughout the agency - Ticket resolution, desktop/laptop hardware installation/replacement, workstation setup, troubleshooting and diagnostics, reimaging, and formatting devices as needed.

Merch-A-Mart

March 2018 - October 2019

> Import | Export Operation

> Office Administrator

- Implemented a numerical lookup system for products, improving production time and efficiency while drastically reducing chance of human error.
- Established connection between web host and accounting software, downloading customer information and invoices instead of relying on manual entry.
- Managed workstations, installed and configured hardware/software based on business needs.
- Managed and maintained business website.

Volunteering

Union County Public Libraries

- Hosted free Spanish computer course following existing curriculum/guidelines for those in the community with low to no computer literacy.

About Me

My name is J. I like cooking for others and not necessarily eating my own food, riding bikes, building computers, playing video-games, open-source software and writing computer code. I am a life-long learner in a journey of self-discovery, in which realized that what I enjoy the most is using my technical knowledge to assist others regardless of what my current role might be. My extensive customer service experience allowed me to transition into the world of IT, where I serve the local community, educate, and most importantly, work with computers every day there is - which I've done since I can remember.

Let's work together!

www.angelinajay.tech