

Jacob Ilkka

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Clifton, NJ 07012

SUMMARY

CompTIA A+ and Security+ certified IT professional with a passion for customer satisfaction and a working knowledge of Windows desktop operating systems and various Linux distributions.

Seeking a systems or network security based IT position in a dynamic environment with growth potential and increasing responsibilities.

EDUCATION

SEMINOLE STATE COLLEGE

Technical Certificate, IT Client Specialist

GPA: 3.234, Cum Laude, President's List

Sanford, Florida

August 2016

SAVANNAH COLLEGE OF ART AND DESIGN

Bachelor of Fine Arts in Visual Effects

GPA: 3.05, Dean's List

Savannah, Georgia

June 2013

CERTIFICATIONS

CompTIA A+ ce

CompTIA Security+ ce

SKILLS

- Analytical and critical thinker
- Fast learner
- Knowledgeable in Mac systems
- Windows 7 to Windows 10
- HP SM9 Ticket Management
- osTicket Ticket Management
- Active Directory

PROFESSIONAL EXPERIENCE

Mondelēz International / DXC / Modis IT

Helpdesk Technician

East Hanover, NJ

May 2017 – Present

- Provided support to walk-up users at Mondelēz International's East Hanover IQ Bar
- Designed new sign-in sheets for the Mondelēz IQ Bar, which have been implemented throughout all IQ Bars in North America
- Managed two support queues for East Hanover office using HP Service Manager SM9
- Implemented company policies, technical procedures and standards for preserving the integrity and security of systems and data
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades
- End of lease equipment refreshes
- Restored data, operating systems, files, and documents from users previous machine after cyber-attack
- Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues, with focus on MS Office 2013 and Windows 7

TESSERACT SENSORS LLC / XRI BLUE

Research and Development Technician

Sanford, Florida

January 2014 – April 2015

- Assisted engineers in completing projects
- Assembled and tested prototypes of the enhanced Linear Detection System Electro-Magnetic (eLDS-EM)
- Assembled, tested, and verified system registration of the enhanced Culvert Detection System (eCDS) before final production stage
- Aided in the assembly, installation, troubleshooting, and maintenance of proprietary SCADA systems to monitor well production

PROFESSIONAL EXPERIENCE (cont'd)

DON J ILKKA DDS, PA

Leesburg, Florida

On-Call IT Support

June 2009 – January 2014

- Supported 8 dental office workstations
- Upgraded printer and x-ray sensor drivers
- Upgraded RAM and migrated OS from failing disk
- Installed new monitors and office Wi-Fi network

OTHER WORK EXPERIENCE

LARRY'S OFF ROAD CENTER, **Web Designer/Shop Assistant**, Dayton, OH

05/2016 – 08/2016

MISS DAISY'S FLOWERS AND GIFTS, **Receiving Associate**, Leesburg, FL

11/2015 – 03/2016

LONG AND SCOTT FARMS, INC., **Maintenance Technician**, Mount Dora, FL

06/2011 – 08/2011