

# JACOB ILKKA

## Contact

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(352) 636-2282

linkedin.com/in/jacob-ilkka (LinkedIn)  
jacobilkka.com (Personal)

## Top Skills

Troubleshooting  
Adaptivity  
PowerShell  
Photoshop

## Certifications

ITIL v4 Foundation  
AXELOS Global Best Practice  
*April 2019 – Present*

Lenovo Warranty Service Technician  
Lenovo Service Provider Education  
*February 2019 – Present*

CompTIA Security+ ce  
CompTIA  
*February 2017 – February 2020*

CompTIA A+ ce  
CompTIA  
*January 2017 – January 2020*

## Education

Certificate in IT Client Specialist  
Seminole State College of Florida  
*August 2016*

Bachelor of Fine Arts in Visual Effects  
Savannah College of Art and Design  
*June 2013*

## Summary

CompTIA A+, Security+ and ITIL v4 Foundation certified IT professional with a passion for customer satisfaction seeking a systems position in a dynamic environment with growth potential and increasing responsibilities. Currently pursuing FAA Remote Pilot (Part 107), Microsoft Modern Desktop Administrator Associate and Azure Administrator Associate.

## Experience

### Getronics

#### Desktop Support Technician

*January 2019 - Present – New York, NY*

Provide Desktop Support at Port Authority Bus Terminal, 4WTC and vicinity. Assist end users with their computing problems while providing top notch customer service and meeting SLA requirements. Occasional special project support.

#### Refresh Deployment Technician

*October 2018 - December 2018 – Jersey City, NJ*

Manage nightly backups of selected users' machines using USMT, troubleshooting any failures of the automatic start script, written in PowerShell. Worked in build bench to restore data from USMT backup to new machines and install users' required software. Install users' new machines in the field at various locations across various Port Authority facilities.

### Mphasis

#### Customer Support Engineer

*November 2017 - October 2018 – East Hanover, NJ*

Manage Remote Refresh tracking using redesigned, existing, InfoPath request form with custom SharePoint workflows used during Remote Refresh process, with aim at eliminating manual tracking and emails. Prepare machines for deployment (incl. but not limited to imaging, installing user requested applications, transferring user data, testing Software Center and VPN connectivity). Assist managing 3 incident queues in HP Service Manger SM9 Incident Management System.

#### Desktop Support Technician

*May 2017 - November 2017 – East Hanover, NJ*

Provided support to walk-up users at Mondelēz International's East Hanover IQ Bar; resolving computer hardware, software, printing, word processing, email and operating system issues with focus on Office 2013 and Windows 7. Managed two support queues in the East Hanover office using HP Service Manager SM9 Incident Management System.

### Tesseract Sensors, LLC

#### Research & Development Technician

*January 2014 - April 2015 – Sanford, FL and Rankin, TX*

Assisted engineers in completing, testing and verification of proprietary systems. Aided in the assembly, installation, troubleshooting, and maintenance of proprietary SCADA systems to monitor water well production in an oil field environment.

### Don J Ilkka, DDS, PA

#### Technical Support Specialist

*June 2009 - January 2014 – Leesburg, FL*

Supported 8 dental office workstations, upgrading hardware and software to meet software requirements. Migrated OS to new hard drive. Installed monitors and configured wireless network.

