

JORDAN SPRINGER

OBJECTIVE

To seek gainful employment in a satisfactory work environment, in which I can proudly fulfill my job expectations.

SUMMARY OF SKILLS

- A+ Certified Technician, Microsoft Certified Professional
- Diploma / Information Systems Specialist +
- Proficient in Windows Server 2003 and Windows XP
- Familiar with ISA Server, Linux, Cisco, and Novell systems
- Strong knowledge in Microsoft Office Applications
- Excellence in Customer Service and Communication Skills

EDUCATION

Information Systems Specialist +

Diploma May 2010

Eastern College (formerly CompuCollege)
Fredericton, New Brunswick

- Awarded Special Recognition as *“Student of the Module”* for Excellence in *“A+ Software”*

Computer Science Program

2003-2004

University of New Brunswick
Fredericton, New Brunswick

- Completed first year of a four year degree

High School Diploma

2003

Fredericton High School
Fredericton, New Brunswick

- Graduated with honors

WORK EXPERIENCE

IT Consultant

July 2010 – Present

Vision Networking

Fredericton, New Brunswick

- Provide IT support for 20 businesses in the Fredericton area
- Familiar with Exchange, Active Directory, cloud computing, network security
- Experience with small to large network setups
- Comfortable with both Microsoft and Linux server environments

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WORK EXPERIENCE (CONTINUED)

Technical Service Representative

June 2010 – July 2010

Barrett Xplornet

Fredericton, New Brunswick

- Troubleshoot Satellite and Fixed Wireless Internet services for customers
- Update billing information, and provide general Customer Service
- Very knowledgeable about Satellite Internet, and Fixed Wireless Internet Services

IT Analyst

March 2010-May 2010

Department of Finance

Fredericton, New Brunswick

- Eight week work term – gained knowledge and experience in the IT industry
- Answered helpdesk phones and emails
- Fixed client application errors, deployed new machines, re-wrote printer installation scripts

Reservation Agent

2006-2009

Avis Budget Group

Fredericton, New Brunswick

- Renting cars and moving trucks for customers
- Determining best rates available
- Offered Customer Service by understanding customer needs

Telemarketer

2005-2006

Connect North America

Fredericton, New Brunswick

- Sales
- Offered Customer Service
- Negotiating with customers
- Used sales techniques to achieve sales

Cashier

2002-2005

Burger King

Fredericton, New Brunswick

- Sales
- Promoted to crew trainer
- Cleaned
- General duties

REFERENCES

Available upon request