



# EDWARD S. JACKSON

COMPUTER SYSTEMS ENGINEER

MrNetTek@gmail.com

## AWARDS

### LEADERSHIP AWARD

Exceptional contributions to further student success

### EMPLOYEE RECOGNITION

Outstanding achievement

### PEER AWARD

Engineering achievement

### EMPLOYEE OF THE MONTH

Customer service excellence

## EDUCATION

### MASTER OF SCIENCE IN INFORMATION TECHNOLOGY

GPA 4.0, 2013-2015

### BACHELOR OF SCIENCE IN LIBERAL STUDIES

Summa Cum Laude, 2010-2013

### CERTIFICATIONS (42 EXAMS)

Microsoft, CompTIA, Apple, Cisco, HP, EC-Council

### TRAINING (51 CERTIFICATES)

Apple certificates (ATLAS)  
Microsoft certificates (MVA)  
Amazon Web Services (AWS)

### KAPLAN, INC.

Computer Systems Engineer: 2010-Current

- Provide DevOps and automation support for desktops, laptops, servers, and company applications; at peak, 22,000+ devices, 30,000+ customer base.
- Azure and Intune development and administration.
- Code in C#, C++, PowerShell, batch, VBScript, AutoIt, HTA, JavaScript, others.
- Create automated, zero-touch packages; average 300 packages per year.
- Test Mac OS X, dmg, pkg, app, and bash scripts; Mac development.
- Configure SCCM Management, Distribution Points, and Asset Intelligence.
- Build SCCM lab and write documentation. Troubleshoot enterprise SCCM.
- Reverse engineer and debug vendor applications.
- Perform research and development across all technologies and platforms.

### ADVANCED REFRIGERATION & AIR

Network Engineer: April 2010-July 2010 ■ 200+ devices, 200+ customer base

### KAPLAN HIGHER EDUCATION

Desktop Administrator: 2009-2010 ■ 9,000+ devices, 11,000 customer base

### HALIFAX HEALTH MEDICAL CENTER

Desktop Administrator: 2006-2009 ■ 3,000+ devices, 5,000 customer base

### OTHERS

1994-2006

### ASSETS

- 26+ Years of Technical Experience
- 30+ Letters of Recommendation
- Multiple Company Awards
- Technology Blog: [Link](#)
- Technical Writer: [Sample](#)
- Corporate R&D: [Sample](#)

