



EDWARD S. JACKSON

COMPUTER SYSTEMS ENGINEER

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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 (43 EXAMS)

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

TRAINING (51 CERTIFICATES)

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

KAPLAN, INC.

Senior Systems Engineer: 2010-Current

- Provide DevOps and automation support for desktops, laptops, servers, and company applications; 29,000+ computers, 34,000+ peak corporate base.
- Create automated, zero-touch packages; average 400 packages per year.
- Create automated images, on-site and off-site upgrade strategy; SCCM, WDS.
- Code in C#, C++, PowerShell, batch, VBScript, AutoIt, HTA, JavaScript, others.
- Provide SCCM platform support, and create, test, and deploy packages.
- Provide Azure-Intune platform support, and create, test, and deploy packages.
- Reverse engineering and debugging applications.
- Build DirectAccess lab and write documentation.
- Build SCCM lab and write documentation. Troubleshoot enterprise SCCM.
- Build PKI lab and write documentation. Troubleshoot enterprise PKI.
- Test Mac OS X, dmg, pkg, app, and bash scripts.
- Perform R&D across all new 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 MEDICAL CENTER

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

OTHER TECHNOLOGY JOBS

1994-2006 ■ Available upon request

28+ Years of Technical Experience

Technical Writer

30+ Letters of Recommendation

Corporate R&D

Multiple Company Awards

