Jacob **White**

IT SPECIALIST

IT specialist driving efficient technical solutions

IT professional with five years of experience in system support and network management. Skilled at optimizing performance and ensuring seamless operations.

CONTACT INFORMATION

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👤 Austin, TX

KEY SKILLS

- Active Directory
- Hardware troubleshooting
- Network security
- Software installation
- System performance optimization

PROFESSIONAL EXPERIENCE

IT Specialist | ClearTech Solutions, Austin, TX | July 2019 – Present

- Managed Active Directory for a network of 500+ users, improving account setup efficiency by 30%
- Resolved system performance issues, reducing downtime by 20%
- Provided technical support for hardware and software, achieving a 90% user satisfaction rate

Junior IT Technician | NextWave IT, Austin, TX | May 2017 – July 2019

- Installed and configured software for new systems, reducing installation times by 25%
- Assisted with network troubleshooting, ensuring consistent internet connectivity
- Conducted regular system backups, safeguarding critical data

EDUCATION

Bachelor of Science in Information Technology
University of Texas, Austin, TX | May 2017