JESUS CUTRIGHT

IT Technician

jesus.cutright@gmail.com
(533) 133-5745
Richmond, VA

PROFILE

I am a highly experienced IT Technician with over one year in the industry. I specialize in hardware and software maintenance, system administration, and network troubleshooting. I have a wide range of technical skills and knowledge of the latest technologies. I am a creative problem solver, able to quickly identify and resolve issues. In addition, I have a strong customer service background, ensuring effective relationships with clients. I am proficient in Windows, Linux, and Mac operating systems, as well as experience working with a variety of software applications. I am confident that I can provide exceptional service to any organization.

LINKS

linkedin.com/in/jesuscutright

SKILLS

Troubleshooting

Networking

System Administration

Hardware Maintenance

Software Installation

Security Protocols

Customer Service

LANGUAGES

English

EMPLOYMENT HISTORY

IT Technician at Brazen Technologies, VA

Oct 2022 - Present

- Devised a new system for tracking IT inventory, resulting in a 25% decrease in time spent on inventory management.
- Streamlined the process for setting up new employee workstations, reducing setup time from 4 hours to 2 hours.
- Developed a comprehensive training program for IT staff, resulting in an 85% decrease in tech support requests.

Junior IT Technician at Vy Systems, VA

Sep 2022 - Aug 2022

- Successfully migrated 60+ users from old to new hardware, reducing downtime by 25% - During my tenure at Vy Systems, VA, I successfully migrated over 60 users from their old hardware to new devices. This process included installing the necessary software and ensuring that the user profiles were transferred correctly. This project reduced overall downtime by 25%.
- Troubleshot and resolved over 100 technical issues - As a Junior IT Technician, I was responsible for troubleshooting and resolving various technical issues. During my time at Vy Systems, VA, I managed to resolve over 100 technical issues ranging from hardware and software related problems to network connectivity issues.
- Developed and implemented a system for tracking and monitoring technical issues - I developed and implemented a system to track and monitor technical issues in order to better manage any potential issues. This system allowed us to keep an accurate record of all technical issues and their associated resolutions. This system proved to be extremely beneficial in the long run and enabled us to quickly address any potential issues.

EDUCATION

Associate of Applied Science in Information Technology at Northern Virginia Community College, VA

Sep 2017 - May 2022

Relevant Coursework: Introduction to Network Security, Introduction to Operating Systems, Database Design, Web Development, and Programming.

CERTIFICATES

CompTIA A+ Certification

Aug 2021

Microsoft Certified Solutions Expert (MCSE)

Sep 2019