

JACOB ILKKA

Contact

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Top Skills

Troubleshooting
Adaptivity
PowerShell
Hyper-V Virtualization

Certifications

ITIL v4 Foundation
AXELOS Global Best Practice
April 2019 – Present

Lenovo Warranty Service Technician
Lenovo Service Provider Education
February 2019 – Present

CompTIA Security+ ce
CompTIA
February 2017 – February 2020

CompTIA A+ ce
CompTIA
January 2017 – January 2020

Education

Certificate, IT Client Specialist
Seminole State College of Florida
August 2016

Bachelor of Fine Arts, Visual Effects
Savannah College of Art and Design
June 2013

Summary

CompTIA A+, Security+ and ITIL v4 Foundation certified IT professional with a passion for customer satisfaction seeking a cloud systems position in a dynamic environment with growth potential and increasing responsibilities. Currently pursuing Microsoft Certified Azure Administrator Associate and FAA Remote Pilot.

Experience

Getronics

Desktop Support Technician

January 2019 - Present – New York, NY

Provide Desktop Support at Port Authority Bus Terminal, 4WTC and vicinity. Assist end users with their computing problems while providing top notch customer service and meeting SLA requirements. Manage personal queue, and monitor colleagues' workload in Axios assist. Submit CR requests for users based on the results of PC assessments. Occasional special project support.

Refresh Deployment Technician

October 2018 - December 2018 – Jersey City, NJ

Manage nightly backups of selected users' machines using USMT, troubleshooting any failures of the automatic start script, written in PowerShell. Worked in build bench to restore data from USMT backup to new machines and install users' required software. Install users' new machines in the field at various locations across various Port Authority facilities.

Mphasis

Customer Support Engineer

November 2017 - October 2018 – East Hanover, NJ

Manage Remote Refresh tracking using redesigned, existing, InfoPath request form with custom SharePoint workflows used during Remote Refresh process, with aim at eliminating manual tracking and emails. Prepare machines for deployment (incl. but not limited to imaging, installing user requested applications, transferring user data, testing Software Center and VPN connectivity). Assist managing 3 incident queues in HP Service Manager SM9 Incident Management System.

Desktop Support Technician

May 2017 - November 2017 – East Hanover, NJ

Provided support to walk-up users at Mondelēz International's East Hanover IQ Bar; resolving computer hardware, software, printing, word processing, email and operating system issues with focus on Office 2013 and Windows 7. Managed two support queues in the East Hanover office using HP Service Manager SM9 Incident Management System.

Tesseract Sensors, LLC

Research & Development Technician

January 2014 - April 2015 – Sanford, FL and Rankin, TX

Assisted engineers in completing, testing and verification of proprietary systems. Aided in the assembly, installation, troubleshooting, and maintenance of proprietary SCADA systems to monitor water well production in an oil field environment.