





JORDAN WATKINS

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-  github.com/Data-Request

PROFILE

Meticulous and self-driven individual seeking to transition into the information technology world with previous professional experiences working in a team-based environment with the core purpose of providing great customer service.

CERTIFICATIONS

- CompTIA Network+
- CompTIA Security+

EDUCATION

BACHELOR OF SCIENCE
COMPUTER SCIENCE
Morehead State University
Graduated 12/2015

SKILLS

- Linux and Windows Experience
- Desktop Troubleshooting
- Active Directory Domain Services
- Group Policy Management
- Networking Technologies (DNS, DHCP, VLANs)
- Salesforce, Confluence, FixIt
- Python, SQL
- Customer Services, Teamwork, Leadership

EXPERIENCE

STOCK ONE TEAM LEAD

Walmart Inc.
2016 - 2022

- Leads team associates effectively by resolving issues; monitoring and communicating team staffing needs, and provides consistent follow up to verify workload completion.
- Ensures compliance with company policies and procedures.
- Oversaw the implementation of a new inventory control system, that uses augmented reality to monitor our inventory flow processes and to improve service standards.
- Responsible for the onboarding of users and the troubleshooting of BYOD, COPE devices.
- Utilizes our FixIt ticketing system to coordinate a swift resolve to any vendor-driven issue.
- Supports the achievement of financial goals by communicating and collaborating with other team leads and store management to develop and implement processes to meet business needs.

HOMELABS

- AD Domain consisting of a Windows Server 2019, and multiple Windows 10 machines running in VirtualBox.
- Raspberry Pi 4: Running as a personal self-hosting server using only peer-to-peer networks.
- Active on Hack the Box and Tryhackme.