JAKEISHA HARRIS

jharris5401@gmail.com | 9139406246 | Kansas City, KS 66109 | **WWW:** Bold Profile

Summary:

Dynamic IT Specialist, excelling in customer support, applications, system upgrades, and databases. With ideal knowledge and first-hand experiences in troubleshooting software, and enhancing user satisfaction through effective problem management. While also being committed to compliance and passionate about delivering exceptional service in high-pressure environments. Proficiency with the Microsoft Office Suite, and the ability to learn new software as necessary. Ability to organize detailed work to meet deadlines, and work independently, as well as a member of a team—excellent written and oral communication skills, with the ability to work with both technical and non-technical individuals.

Education:

12/2024
Kansas City, KS

Bachelor of Science in Software And Database Management
DONNELLY COLLEGE

- Letter of Honors Roll completion upon graduation.
- Kansas Scholar Recipient
- Kansas Promise Recipient

Skills:

- Windows Operating Systems
- Windows 11
- Windows for Business
- Troubleshooting Software
- Active Directory
- Office 365
- Support
- technical support
- Help-desk troubleshooting/ triage
- Outlook
- Access
- Service Now
- VPN troubleshooting
- Service Now
- Excel
- Access

Experience

05/2025 - Current
Insight Global/ Burns & McDonnell
Kansas City, Missouri

Help Desk Support Engineer

- Served as primary contact for all IT support requests and inquiries.
- Diagnosed and resolved technical issues related to hardware, software, and network connectivity.
- Provided technical support to end-users for software and hardware issues.
- Troubleshot network connectivity problems and resolved access issues promptly.
- Assisted in training new staff on helpdesk procedures and tools effectively.
- Maintained accuracy and provided routine updates in ServiceNow ticketing system.
- Escalated complex issues to appropriate support teams while keeping end users informed.
- Managed user onboarding, off-boarding, password resets, and permissions.
- Resolved user-reported incidents through ticketing system within established timelines.
- Documented support requests and solutions in ticketing system for effective tracking.
- Monitored system performance, reporting issues to enhance service quality.
- Collaborated with IT teams to implement software updates and patches smoothly.

10/2023 - **05/2025**
Internal Revenue Services, IRS
Kansas City, MO

IT Specialist (Customer Support/Desk-side Support)

- Manage large IRS-wide special projects that have a significant impact on the delivery of customer support services, e.g., infrastructure, or workforce relocation.
- Oversee deployments for new IRS-wide devices and system installations.
- Plan, implement, and manage major IRS-wide problem management systems designed to effectively recognize, report, track, and resolve problems. Evaluate the feasibility of adapting new methods to enhance customer satisfaction.
- Provide advice and assistance to customers on a large local problem to troubleshoot complex issues, and provide support in a manner that minimizes interruptions in customers' ability to carry out critical business activities.
- Monitor multiple information technology systems, and perform incident management and/or address service requests related to IT systems and applications.
- Prepare shipments to remote sites as needed; track shipments to ensure successful delivery, as well as keeping the customer updated on shipment status.

07/2022 - 10/2023
Kansas City, Missouri School Board of Education
Kansas City, MO

IT Service Desk

- First point of contact for all technology troubleshooting needs.
- The first line of basic troubleshooting for the district is through phone and email requests.
- Receives help requests via phone and email, and routes them to the appropriate people or departments using standardized tools.
- Assists in the day-to-day operation of the student information system and provides level 1 support for this software.
- Assists with state data collection and reporting.
- Assists with the management of the district phone system and provides level 1 support for phone users.
- Organizes and maintains a database for user logins (staff and students, across multiple platforms).
- Organizes district licensing of all software.
- Assists in maintaining district technology inventories.
- Assists with the daily operations of the technology department (financial software, time, and attendance software).
- Create and route basic ServiceNow incident tickets to appropriate IT teams, and resolve or close IT tickets as they are completed.
- Triage and diagnose end-user technology issues.

11/OM19 - M7/02MO
Central Solutions
hansas City, hS

Quality Control Technician

- Evaluate results against approved specifications, perform a peer review of analytic data, and share data results.
- Fulfilled the role of technical leader within the team, running roughly around 20 analytic tests per day.
- Perform analytical testing for the release of raw materials and finished goods according to approved procedures and site quality standards.
- Calculated math formulations for liquid and dry conversions for weighing purposes.
- Proficiency with Excel pivot tables and information systems.
- Managed multiple projects and adjusted to quickly changing priorities.
- Proficiency with the Microsoft Office Suite, and the ability to learn new software as necessary.
- Ability to organize detailed work to meet deadlines, and work independently, as well as a member of a team.
- Excellent written and oral communication skills, with the ability to work with both technical and non-technical individuals.
- Evaluated incoming raw material shipments for compliance with specified requirements prior to acceptance into inventory system.

References

References available upon request.