JACOB GIVENS

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OBJECTIVE

To utilize my technology skills to offer solutions to customers and businesses, expand upon my current level of knowledge, and become a dedicated team member.

EDUCATION
August 2016 -
December 2020

The University of Toledo   Toledo, OH
Bachelor of Science in Computer Science Engineering Technology
- Cumulative Grade Point Average: 3.625
- Major Grade Point Average: 3.858

HONORS/AWARDS

- Cum Laude
- President's List (Spring 2020, Fall 2020)
- Dean's List (Fall 2016, Spring 2017, Spring 2019, Fall 2019)
- University of Toledo Regents Award Scholarship

SKILLS

• Python	• SQL	• HTML, JS & CSS
• Java	• PowerShell	• C# & .NET
• MS Active Directory	• Linux	• Google Cloud Suite

PROFESSIONAL EXPERIENCE
September 2021 -
Present

University of Toledo Medical Center   Toledo, OH
Associate Technology Support Administrator - Full time
- Respond to and troubleshoot user reported technical issues and offer solutions
- Manage approximately 4,500 assets across 18 on-site and remote locations
- Modify and create Powershell and batch scripts to automate remedial processes
- Edit and deploy group policies for printer updates, shortcuts, and other configurations
- Configure and deploy label printers, scanners, and miscellaneous devices for Epic use
- Assisted in deployment of over 1,000 workstations and laptops for asset refresh

September 2019 -
December 2020

University of Toledo Medical Center   Toledo, OH
Student IT Technician – Co-op / Part time
- Imaged approximately 100 new Dell systems for a refresh project
- Assisted in upgrading approximately 500 nursing station computers to Windows 10

May 2019 -
August 2019

Whirlpool Corporation   Clyde, OH
Manufacturing Execution System Engineer – Co-op
- Utilized Google Cloud and consumer services to generate reports and data aggregation
- Collaborated with team members to debug and identify issues with production systems
- Aided in the building of data gathering systems for user-friendly viewing of events
- Maintained a page allowing for easy access to inspection results in ASP.NET and C#

EXPERIENCE
June 2017 -
April 2019

Kroger   Holland, OH
Cashier, Self-Checkout Attendant, Supervisor – Part time

July 2014 -
June 2017

The Andersons   Maumee, OH
Cart Crew Teamleader – Part time

HOBBIES & INTERESTS

• PC Hardware	• ProxMox	• Tae Kwon Do ('09-'16)
• Graphic Design	• Networking	• Video Games