Objective:

Employment in a dynamic high-tech environment that will make best use of my computer hardware, software, repair and data networking skills

Education:

Wells Fargo Online Training   Duluth, MN
Field Support EV-ID - IT Administration Certification   Aug 2016 - Oct 2016

Workstation break-fix repair requirement for Teksetra in a subcontracting field tech position

Northwood Technical College   Superior, WI
Computer Network Information Systems   Jan 2001 – Jan 2002

Focusing on Windows 2000 Server, Cisco Routers, Network Cabling, Computer Hardware & Software Installation

Sales & Management Training, Inc.   Duluth, MN
Training included: Adapting to Change; Building Trust;   Nov 1996
Correcting and Counseling; Understanding Human Motivation; Recognition as a Leadership Role; Other Leadership; Attrition Management and Personal Development Subjects.

Army Power Generator School   Ft. Belvior, VA
Gas and Diesel Power Generation Equipment Repair   Nov 1992 – Feb 1993
Course for Minnesota Army National Guard

Experience:

Granite Telecomunications   **www.granitenet.com**   **Mar 2019 – Current**
Quincy, MA

Engaged in CAT5e/CAT6 wired and wireless networking installs for commercial and government businesses. Installed and De-Installed LAN/WAN Equipment on a network switch rack. Built medium and small network cabinets with relative equipment placed in them. Troubleshooted network connection issues whether they are T1, DSL or cable, fiber circuits and repaired them with remote tech support. Performed Site Network Surveys for future data network and voip phone cabling projects I would be later assigned. Worked with POTS (Plain Old Telephone Systems) and troubleshooting them from a standard outside phone line or a PBX System for commercial customers.

CPT Network Solutions, Inc   **www.cptnetworks.com**   **Feb 2016 – Current**
Bensenville, IL

Network installations of CAT5e/CAT6 wired and wireless networks with shared services for commercial customers. Clearing out wall and cabinet network cabinets of old and unused equipment to include dust removal for new data equipment installs. Also, engaged in POTS (Plain Old Telephone Systems) installs and troubleshooting them from a standard outside phone line or a PBX System. Installation and removal of PBX and VOIP phone systems. To include, performing NCR and IBM Cash Register installations, replacements and repairs.

Teksetra   **teksetra.com**   **Jan 2012 – Current**
Plymouth, MN

Performing bank workstation computer repairs and system installs. Removed computer viruses and restored user data via data restore software in Windows. Brought back computers to a working status from a No-Boot Status via an operating system restore application or, a full system reload. Successfully installed and repaired HP and Lexmark printers and other peripherals for bank customers. Performed Bank Site Surveys for new workstation and network equipment install projects.

WHY NOT TECHNICAL SOLUTIONS, INC (WNTS)   **Oct 2019 – Sep 2021**
Fresh Meadows, NY

Setting up networks with wireless LANS & CAT5e/CAT6 wired data drops with shared services for commercial customers. Setup & installation of POTS (Plain Old Telephone Systems) lines with troubleshooting and or, connecting to a PBX or, VOIP phone service. Cleaning out network racks & cabinets of old and unused equipment to include, dust removal too.

DataMax Services, Inc   **datamax.com**   **May 2018 – Current**
Northbrook, IL

Payment Kiosk Machine installs, inspections, upgrades, troubleshooting and repairs. Remote tech-support is also utilized during these job orders to ensure quality network communication and functionality of the unit. Successfully installed and inspected a Keefe Kiosk at the Ashland County, WI Sherrif's Department in August 2018

Sole Proprietor   **www.jtbiztech.net**   **Jan 2003 – Current**
Duluth, MN

Performed commercial/residential computer workstation repairs and other system installs. Removed computer viruses and restored user data via data restore software in Windows. Brought back computers to a working status from a No-Boot Status via an operating system restore application or a full system reload. Successfully installed printers and other peripherals for commercial/residential customers. Installed & repaired data networks & POTS (Plain Old Telephone Systems) with line issues stemming from the customer's DMARC (main entry) location. Worked with ISP telco tech support reps in resolving commercial and residential customer computer, data network, and phone related issues. Successfully extended T1, DSL, Cable and Fiber circuits to router devices on a switch rack for share LAN and WAN services. Mounted and or replaced network devices in a wall or floor cabinet rack per customer needs. Engaged in Site Network Surveys for future network and phone cabling projects I would be later assigned. Also, successfully performed ATM Cash Machine installs, upgrades, troubleshooting, repairs and removals. Plus, worked with tech-support reps during these projects to ensure functional quality network communications and operations.

Awards and Certificates:

Wells Fargo Online Training -- EV-ID - IT Administration Certification   Oct 2016
Field Support EV-ID - IT Administration

The ARC of Whatcom County, WA -- Certificate of Appreciation   Jun 2004
For one year of outstanding volunteer service as a Computer
Technician

Sales & Management Training, Inc – TEAM Module 1 Certificate   Nov 1994
Training received while serving in Minnesota Army National
Guard (1992 – 2000)

Minnesota Army National Guard Honorable Discharge   April 2000
Honorable Discharge for 8yrs of service in the MN Army National Guard (1992 - 2000)

JTBIZTECH.NET

Welcome! Its my priority to provide every customer with excellent prompt quality service.

During my past several years in the IT and Data / Phone Communications Industry, I have always believed in keeping technology costs affordable and not a financial burden for my customers. In today's unpredictable economy, why should someone have to spend lots of money to fix a computer or data / phone communications related issue? Everyone deserves a low-cost solution that works.

I offer an affordable ($45) Diagnostic and Estimate Consultation and a low-cost labor rate that's based on the requested work your needing done. So in a typical business or residential setting, the average diagnostic process takes 45 minutes to 1 hour to perform at which an estimate of total costs is written and shared before any further work is completed. **Please see Offered Services page for details*.

[On-Site & In-Shop Services]

<> Computer Repair, Data Recovery
<> Virus Scan & Removal
<> Internet Acct(s) Password(s) Help
<> Home/Office Network Installation
<> Custom Computer System Builds
<> Home/Office Data Cabling Repair
<> Home/Office Phone Lines Repair
<> 130 Mile Average Travel Radius

Again, thank you for your interest. I look forward to assisting you with your technology needs. So feel free to reach out with any further questions or to schedule an appointment today! Please include your personal and or business name, your phone number, your email address (*if using my Service Request Form below), your question and any other related detail needs.

Your business is much appreciated!

~JT

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<u>Operating Hours - (Central Time)</u>

(*By Appointment Only)

MON - SAT
8:00am - 9:00pm

SUNDAY OFF

[<u>SERVICE REQUEST FORM</u>]

~ Contact @ (218)461-0846 ~

<u>Alternate Website</u>
<u>jtbiztech-net.ddns.net</u>

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*NOTE: 20+ mile(s) site scheduled visits from my Duluth, MN office are charged
an additional per-mile location based travel fee. *Average Travel Radius is 130 miles.

<u>Travel Coverage Area Also Includes</u>
--Middle to Northern Minnesota
--Middle to Northern Wisconsin

NO iPad, iPhone or Android device internal hardware repairs.

*All calls are monitored for quality assurance purposes.

~ *<u>Buy Local</u>! <u>Think Local</u>!* ~