

Jeremy R. Dillinger A+, MCSE+I



220 Norwood St – Lynchburg, VA 24504 USA
PH: (434) 665-6160 EM: Jerdill@hotmail.com also see www.jerdill.com

OBJECTIVE

I'm looking for a career opportunity I can enjoy, where I can expand my skills and challenge myself in problem solving. I would prefer something in the field of Network/System Administration or Technical Support.

EXPERIENCE

2006 – Present Genworth Financial

Deskside Support

While working with Genworth, my duties involve 2nd level technical support for end users. I am sent trouble tickets and dispatched to desks to resolve problems due to software or hardware failures. I also setup and troubleshoot devices such as iPhones and Blackberries.

2002 – 2006 Computer Exchange Service & Sales

Technician/Sales

While employed at this shop, my duties included repairing customer computers (both hardware and software), working with customers on the phone, selling components, ringing up sales, and going on service calls to repair networks and computer problems on-site.

1997 - 2002 Acorn Corporate Services

Tech Support/Database & Network Administrator

I was hired for this job when I was a 14 year old freshman. This company had a problem concerning their database that nobody there could fix. I was referred to by one of the workers there and I came in and fixed the problem in about 45 minutes. After that they hired me immediately. I worked for them part-time while completing high school.

2001 - 2002 Highline School District

Computer Services

I was stationed at a middle school and fixed computer problems as they arose. I also tried to upgrade existing networks, configure servers when needed, and install client software. In addition I went to schools around the district where I setup new software and inventoried the computer setups.

1998 - 2001 The Anderson Law Group

Webmaster/Network Administrator/Tech Support

I was referred to this company by Acorn Corporate Services (affiliated with The Anderson Law Group) for my exemplary work with Networks and Web pages. This Company needed a web page made so they hired me. I built their current site, maintained their network, and was on call whenever they had computer problems. I worked for this company and Acorn Corporate Services at the same time. I usually went into The Anderson Law group 4 times a week and Acorn Corporate Services once a week or whenever they needed me.

EDUCATION

2002 - 2006 Liberty University

Computer Management Information Systems/Aviation - Graduation date: 2006

During my college career I continually took between 16 and 18 credits while simultaneously working full time at Computer Exchange. I also was actively involved with campus life including being a Prayer Leader, and working in the Christian Service Program. Through all of this I was able to keep my GPA above 3.0. I studied in multiple areas not only limited to computers. I took many classes pertaining to business and aviation as well. I was even able to get my private pilots license before graduating.

1997 - 2002 Highline High School

12th Grade - Graduation date: 2002

Took Advanced Computer Application Classes and became a Microsoft Certified Professional in my first year 2 months after the class had started. My GPA was 3.875 and I also took a wide range of elective classes ranging from Choir to wood shop. I was also in advanced math classes and finished off the year in Calculus.

PERSONAL

Software Proficiency:

- Microsoft Windows Desktop/Server
- Microsoft Office
- Microsoft Internet Information Server
- Microsoft Exchange Server

Software Experience:

- Microsoft Systems Management Server
- Microsoft SQL Server
- Visual Studio Programming
- Programming HTML, Java, PHP
- Many Others...

Personal Accomplishments

- Received my MCSE certification in 3 months 4 days
- Worked in a Corporate office at 15 years old
- Kept a GPA of 3.75 or better though High school
- I received two Certificates of Merit from the Highline School District my junior year and one my senior year.
- I placed for state in the FBLA competition with the Computer and Technology subjects two years in a row.
- I won 5th in the nation for the Technology concepts at FBLA in Nashville my senior year.
- Acquired a pilots license in college

Community Service

- Technical Director and Leader at Crosspoint Church in Lynchburg
- Part of the Missions Team at my church where we coordinate mission trips abroad and help organize events at community centers around town.
- Worked in the Good Samaritan program at Liberty University fixing computers for students.

REFERENCES

Jo Donneberg – 434-239-4571 – jo@histouchministries.com

John Williamson – 434-382-8887 – johnw@crosspointwesleyan.com

Dorothy Bunker – 702-562-5084 – dotbunker@hotmail.com