Jacob Godwin

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WORK EXPERIENCE

University of Florida   **Jan. 2020 – Present**
End User Computing Specialist III   *Gainesville, FL*
- Joined the Workspace Delivery Services team in Academic Technology as a hybrid End User III/Business Analyst role
- As an End User III, I assist in the management of 1000+ endpoints in the learning spaces across campus, focusing on application deployment and onboarding, as well as researching ways to improve processes on the team
  - Utilizing PowerShell, chocolatey, and GitLab CI/CD to update and deploy applications on a semesterly basis.
  - Collaborating with the support ticketing team to improve metrics gathered on tickets to provide key insights on the types of issues encountered.
- Assisted in the creation of UFIT's Digital Signage service, providing a central service to all units across campus for digital signage needs
  - Drafted SLA for service offering
  - AD structure, GPO policy creation
  - Assisted in onboarding 3 departments to the service
- Collaborates with teammates to solve a variety of issues that can span multiple teams on campus, such as virtual application issues and networking problems
- Working alongside my teammates and supervisor, creates documentation for internal processes and training

University of Florida   **Jun. 2017 – Jan. 2020**
End User Computing Specialist II   *Gainesville, FL*
- Provided tier 2 technical support, performed junior systems-admin and exchange-admin duties, and trained tier 1 technicians.
- Closed 100+ tickets per month and was the top performer on the team for multiple months in a row with 5-star reviews
  - Supported staff, faculty, and students at the University ranging from the President and C-suite employees to a variety of other departments
  - Provisioned new user accounts with proper AD permissions and created Exchange mailboxes for users
- Assisted the President and his speech writer with the commencement speech as needed

University of Florida   **Mar. 2015 – Jun. 2017**
End User Computing Specialist I   *Gainesville, FL*
- Provided tier 1 technical support to staff, faculty, and students on campus and in the C-suite.
- Interacted with customers daily via phone, in person, and email.
- Assisted with departmental moves to new locations: transporting and setting up computer/IT equipment, activating network ports, coordinating with department heads to ensure efficient setup of equipment.

EDUCATION

Santa Fe College   **December, 2018**
BAS Information Technology Management   *Gainesville, FL*
- Magna Cum Laude, 3.8 GPA

AA Business Administration   **December, 2015**
AS Networking Services Technology   **December, 2013**

SKILLS & INTERESTS

- **Skills:** HTML, CSS, Flexbox, Grid, JavaScript, Git, PowerShell, Troubleshooting, Technical Support, GitLab, Customer Service, Teamwork, Collaboration, Time Management, chocolatey, Mac, Windows, Office, CI/CD, Scrum
- **Interests:** Guitar, Cooking, Movies/TV, Traveling, Reading, Hiking, Outdoors