

Objective

To enhance my current skill set, to learn new technical skills & to provide top-level technical knowledge & experience within a team environment.

Employment

Heliene Inc. | January 2024– Present | Mt. Iron, MN

IMIT Service Desk Coordinator

Arrange, coordinate, design, implement, track, manage, and report IT related tasks. Work with outside vendors with ethernet cabling, electrical infrastructure, server closets, network switches, servers and production equipment. On and off board user accounts. Order and track IT inventory.

Heliene Inc. | October 2023– January 2024 | Mt. Iron, MN

Line Supervisor

Able to operate approx. 10 different production job stations. Responsible for 20 plus line operator employees. Production line training, training tracking, and managing employee related tasks or issues that arise. Team building and mentoring.

AEOA | February 2023– Sept 2023 | Virginia, MN

Support Engineer II

Desktop support services, printer repair, hardware and software troubleshooting, network and server troubleshooting, and warranty tracking and replacement.

St. Louis County | February 2008 – January 2023 | Virginia, MN

Support Engineer Associate

Desktop support services, printer repair, hardware and software troubleshooting, network and server troubleshooting, and warranty tracking and replacement for the north half of St. Louis County.

Kimball Electronics Group | March 2005 – February 2008 | Hibbing, MN

Network Technician

Network, server, & workstation support services, printer repair, hardware & software troubleshooting, Active Directory design & implementation, Novell Network administration, licensing administration, CAD/Engineering application support, legacy software/hardware support, & production environment support.

Jeremy Koski | email@jeremykoski.com | P.O. Box 1227 Virginia, Mn | (218)780-5147

Employment Cont.

Networks2000 | Feb. 2004 – Dec. 2004 | Phoenix, AZ

Lead Field Engineer

LAN/WAN design & implementation, Cisco VPN design & implementation, Cisco firewall & router implementation & maintenance, HP Compaq PC & Printer hardware warranty repair, IBM hardware warranty repair, PC repair, & consumer education.

Connecting Point | Nov. 2001 – Feb. 2004 | Grand Rapids, MN

Service Engineer

PC building & repair, printer repair, LAN/WAN design & implementation, Cisco VPN design & implementation, Cisco firewall & router implementation & maintenance, & consumer education.

Access Computers | Oct. 2000 – May 2001 | Virginia, MN

Service Technician

PC building & repair, printer repair, & network design & implementation & consumer education.

Sykes | June 2000 – Oct. 2000 | Virginia, MN

Technical Analyst

Internet connectivity trouble-shooting & customer phone support for DSL technology.

Mesabi Range Comm. Tech. College | Sept. 1999 – May 2000 | Eveleth, MN

Tutor / Lab Assistant

Teaching fellow students pc hardware & operating system basics, networking concepts, & learning techniques.

Jeremy Koski | email@jeremykoski.com | P.O. Box 1227 Virginia, Mn | (218)780-5147

Education

Mesabi Range Comm. Tech. College | 1998 – 2017 | Virginia & Eveleth, MN

AA for an Associate of Arts

- 3.3 GPA
- The Dean's list

Mesabi Range Comm. Tech. College | 1998 – 2001 | Virginia & Eveleth, MN

AAS in Computer Networking

- 3.3 GPA
- The Dean's list

Virginia Public Schools | 1983 – 1996 | Virginia, MN

High School Diploma

- 3.67 GPA
- Listed in Who's Who Among American High School Students for two years

Technical Skills

- LAN/WAN network design & implementation of small to midsize networks with one or more sites using TCP/IP, NetBEUI & IPX/SPX protocols.
- Cabling, planning runs with data & voice, patch cables, wall jacks, face plates, raceway, conduit & punch down blocks.
- Network peripheral device installation, maintenance, & analysis, such as hubs, switches, routers, firewalls, broadband modems, printers & network attached storage.
- Installing, configuring, & repairing DOS, OS/2, Windows 95/98, NT Workstation, NT Server, ME, 2000 Pro, 2000 Server, XP Home, XP Pro, Windows 7 & 8, 2003 Server, 2008 Server, Novell Netware & some Linux operating systems.
- Installation, configuration, & administration of Windows Domains, Active Directory, Group Policy, Network access permissions, DNS, DHCP, WINS, IIS & Auditing configuration on Windows 2000 & 2003 Server.

Technical Skills Cont.

- Installation, configuration and administration of Windows web servers, including Microsoft SharePoint services, FTP services and network time services.
- Installation & configuration of Exchange Server 5.5 & 2000, workgroup & Internet email systems.
- Experience with troubleshooting ShoreTel VOIP connectivity and VOIP phone installations.
- Remote access installation & configuration using Citrix Metaframe, Windows 2000 & 2003 Terminal server, ISA Server, Cisco VPN client & Symantec PC Anywhere.
- Cisco Pix 501 & 506 Firewall, Cisco ASA's, 1600, 1700 & 2600 series router installation & configuration.
- Cisco Pix to Pix Virtual Private Network installation & configuration.
- Installation, maintenance & repair of stand alone & networked DeskJet, Dot Matrix, large format plotter, LaserJet and color LaserJet printers.
- Configuration & maintenance of NT Backup, Arcserve, Iomega Rev drive, & Backup Exec tape backup systems.
- Installation & configuration of virus protection systems including Vipre, Norton Anti-virus, McAfee Anti-virus, AVG Anti-virus, Computer Associates & Etrust InnoSecure virus protection.
- Computer hardware, application & PC peripheral troubleshooting.

Summary of Abilities

- Expert technical writing ability.
- Proficient in explaining technical issues & resolutions to end users.
- Excellent understanding of how to relay information to technical support personnel.
- Successful project design & execution.
- Thorough application installation, network diagram & security practice documentation.
- Expert troubleshooting & problem solving ability.
- Independent & efficient schedule management.
- Experience in product purchasing, POS & inventory.
- Productive team participation.
- Experience in the management & training of employees.
- Experience in HIPAA\SOX compliance.
- Experience in FDA compliance.
- Developed customer relationships as a service rep.

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Life Skills

- Member of the swim team and learned to be a lifeguard.
- Previously worked as a chef so I can cook.
- Owned property and a house for over 20 yrs.
- I am a DIY-er and learned plumbing, electrical, carpentry, masonry, etc.
- I built an off-grid 24 volt battery bank and connected 700 watts of solar panels.
- I run an Airbnb out of my home and run guest experiences.
- I own a boat and know water safety.
- I have a motorcycle endorsement.
- Recently adopted a dog.

Certifications

- A+
- Microsoft Certified Systems Engineer (MCSE) - NT 4.0
- Server+
- Certified Novell Administrator (CNA) - Netware 4.11
- HP Compaq Laptop Warranty
- IBM Laptop Warranty
- HP Compaq Desktop Warranty
- HP LaserJet Basic Hardware Training
- HP Compaq Server Warranty
- HP DesignJet C2858A & C2859A Series
- HP LaserJet 5L & 6L Series
- HP LaserJet 5SI/5SI MOPIER/8000/8100/8150 Series
- HP LaserJet 1100 Series
- HP Color LaserJet, and Color LaserJet 5/5M Series
- HP LaserJet 1200 Series
- HP LaserJet 5000 & 5100 Series

Memberships & Awards

- Business Professionals of America
- MRCTC Honors Society
- Computer Networking Club (CNET)
- Scholarship from the Elks Club