

# Jason Michael Peavey

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**A+, Network+, MCP, MCTS** certified candidate with over 8 years of combined experience in computer break/fix, helpdesk, desktop, network support and server administration. Proficient in all Windows client OS and Microsoft Office suites, as well as all Windows Server OS. Adept in ConnectWise, Altiris, SCCM, Ghost. Exchange/Office 365, TCP/IP, A.D., Group Policy, Hyper-V, WDS, DHCP, DNS.  
Web Design – HTML/PHP/CSS/Perl, Wordpress, Joomla, Adobe CC Photoshop, Slider Revolution

## PROFESSIONAL EXPERIENCE

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### JASONPEAVEY.COM

Owner, Consultant

Baton Rouge, LA

2013 - present

- Freelance web design, photo editing, remote residential tech support and computer repair services ([www.jasonpeavey.com](http://www.jasonpeavey.com))
- Ongoing web maintenance for a client that is a church, Heritage Christian Center, ([www.hccnow.org](http://www.hccnow.org))

### The Foundry Super Thrift Outlet

Associate, Repair Technician

Birmingham, AL

2015 - 2016

- Refurbished donated computers to sell on the sales floor.
- Diagnosed and repaired desktop and laptops that were brought in by customers.
- Worked behind Electronics showcase and assisted customers with products as needed.

### FMOL Health System

Our Lady of the Lake Regional Medical Center

Baton Rouge, LA

Support Analyst I

2009-2013

- Handled escalated tickets from helpdesk and routed them to other IS teams when needed.
- Collaborated with Enterprise support team and project managers on complex issues.
- Diagnosed, repaired, imaged and replaced Dell/Lenovo systems at 4 regional medical facilities and administrative offices.

### Sparkhound

Network Technician

Baton Rouge, LA

2008-2009

### Turn Key Solutions

Support Technician

Baton Rouge, LA

2007-2008

- Worked remotely, logging into domain controllers for business clients, RDP/VNC into workstations.
- Managed Active Directory and Group Policy objects.
- Mapped network drives and modified share/NTFS permissions.
- Contacted third-party vendors when needed for assistance with proprietary software and hardware.
- Would go on-site if issues cannot be resolved remotely.
- Performed patch panel and switch cable-management, toner/probe ethernet lines.
- Monitored scheduled data backups.

### Cox Communications

Technical Support Representative, Tier 1

Baton Rouge, LA

2006-2007

- Answered calls, assessing problems and offering solutions regarding internet, TV and phone services.
- Created tutorials for the training department's intranet page to assist other representatives.

## CERTIFICATIONS / EDUCATION

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2016	Microsoft Certified Professional <i>Installing &amp; Configuring Windows Server 2012 R2</i>
2007	Microsoft Certified Technology Specialist , <i>Enterprise Support Technician</i>
2006	Microsoft Certified Professional, <i>Windows Server 2003 Environment</i>
2004	CompTIA A+ and Network+ Certified
1998-1999	Southeastern La. University Hammond, LA

To view my certificates and Microsoft transcript, go to [www.jasonpeavey.com/resume-certificates/](http://www.jasonpeavey.com/resume-certificates/)