

Jamel Douglas

mail@JamelD.com | JamelD.com | linkedin.com/in/JamelD

Education

Florida State University, *Tallahassee, FL*

December 2021

Bachelor of Science in Information Technology

Activities and Societies

Member, Association of Information Technology Professionals (AITP)

Member, Association for Computing Machinery (ACM)

Member, Blacks in Computing (BiC)

Certifications

CompTIA – Network +

April 2023 – April 2026

Microsoft Office Specialist – Microsoft Word 2016

January 2017

Skills

- Customer Service
- Computer Hardware
- Computer Networking
- Windows 10
- Windows Server 2019
- Linux
- Database
- SQL
- TSQL
- MySQL
- SQL Server
- MariaDB
- Python
- C++
- HTML
- CSS
- PHP
- JavaScript

Experience

Support Services Specialist, The Geo Group Inc, *Boca Raton, FL*

August 2022 – Present

Responsible for global user and technical support 24 hours a day through telephone, intranet, and e-mail. Monitor and prioritize requests to ensure a timely, accurate resolution. Implement and support end-users of computer desktop, laptop, hardware, software and peripherals at the corporate facility. In addition, provide global end-user support on centralized software applications. Performs data center operations duties daily according to schedule and keep detailed log of activities.

Deliveries Department Lead, The Home Depot, *Tallahassee, FL*

April 2022 – Oct 2022

Oversee all department operations. Facilitate all customer order types. Ensure that all orders are pulled and staged for customers within SLA. Resolving any customer issues that arise.

Service Department Lead, The Home Depot, *Tallahassee, FL*

February 2022 – April 2022

Sales Associate, The Home Depot, *Tallahassee, FL*

June 2021 – February 2022

Lot Associate, The Home Depot, *Tallahassee, FL*

March 2020 – June 2021

Lot Associate, The Home Depot, *Boynton Beach, FL*

October 2017 – March 2020