

Jeremy Goolsby

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Results-driven IT professional with a strong technical foundation and experience across diverse industries. Adept at leveraging a broad skill set to optimize technology solutions, enhance operational efficiency, and drive business success. Self-motivated with a passion for problem-solving, innovation, and contributing to organizational growth.

Technology Expertise:

- **Onsite & Remote IT Support** – Troubleshooting hardware, software, and network issues.
- **Customer-Focused IT Solutions** – Providing exceptional technical support and service.
- **Hardware Assembly & Repair** – Building, upgrading, and maintaining PCs and peripherals.
- **Technical Documentation** – Creating clear and concise user guides, reports, and system documentation.
- **Systems Deployment & Configuration** – Installing, setting up, and optimizing IT infrastructure.
- **Managed IT Services** – Monitoring, maintaining, and improving IT environments.
- **Cybersecurity & Data Protection** – Implementing security measures to safeguard systems and data.

Professional Certifications

- CompTIA Server+

Technical Skills

- **Operating Systems:** Windows 11, Windows Server, Linux, MacOS
- **Languages:** HTML, CSS, SQL, PHP, JavaScript
- **Tools & Platforms:** VMware, Git, WordPress, Docker, Office 365, Okta, Node.js
- **Networking:** TCP/IP, VPN, Firewalls, DHCP, DNS
- **Security:** Endpoint Protection, Patch Management, Disaster Recovery
- **Cloud & Virtualization:** Azure, VMware, Hyper-V
- **IT Support & Helpdesk:** Ticketing Systems, Remote Troubleshooting, ITIL Practices
- **Project Coordination:** Process Documentation, System Upgrades, Risk Management

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Professional Experience

Leavitt Group, Jacksonville, Florida

IT Support Technician, 04/2022– Present

- Provide remote technical support using tools like ManageEngine and Splashtop to diagnose and resolve IT issues efficiently.
- Troubleshoot and assist users with Office 365 and Citrix Systems remote cloud solutions.
- Configure and manage software policies to deploy applications, printers, security settings, and other system resources.
- Oversee technical onboarding for new hires and ensure secure system deactivation for departing employees.
- Administer and manage user accounts through Active Directory and Okta for seamless access control.
- Support client agency acquisitions, system conversions, and migrations to Microsoft Azure.

Kinetix Solutions, Jacksonville, Florida

Tier II Technical Support Engineer, 09/2021– 03/2022

- Provided remote technical support using AnyDesk, Splashtop, Microsoft QuickAssist, and TeamViewer.
- Assisted users with Microsoft technologies, including Azure, Office 365, and Windows Virtual Desktop (WVD).
- Deployed, managed, and troubleshoot client systems, including PCs, peripherals, printers, firewalls, and switches.
- Served as a dedicated onsite technician for regional clients in Northeast Florida, ensuring timely IT support.
- Participated in a weekly after-hours on-call rotation to provide critical IT assistance.

TeamLogic IT, Jacksonville, Florida

IT Support Services Level II, 03/2021– 07/2021

- Delivered Tier 1 and Tier 2 remote support for desktops and business applications, including Office 365, Adobe, Azure, and industry-specific software.
- Managed thousands of endpoints using remote management tools such as Kaseya, ConnectWise Control, and Microsoft Quick Assist.
- Monitored and processed daily support tickets in Autotask, ensuring timely research, updates, resolution, or escalation.
- Provided end-user troubleshooting for Windows 10 software and hardware issues.
- Served as a dedicated onsite technician for local clients, delivering hands-on technical support.
- Assessed and reinforced security measures to safeguard client infrastructure and devices.

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Quadrant Information Security, Jacksonville, Florida

Security Analyst, 02/2020– 03/2021

- Provided on-call support for end users, ensuring the functionality and effectiveness of security solutions.
- Analyzed logs and reports from security sensors, assessed potential threats, and developed resolution strategies.
- Researched emerging vulnerabilities and exploits using trusted public sources and industry-standard security tools.
- Optimized SIEM alerts and monitoring systems through regular tuning and filtering to enhance data relevance and threat detection.

DealerIT, Jacksonville, Florida

Senior Help Desk Technician, 10/2019– 02/2020

- Served as the lead technician for a team supporting Dealer Management Systems (DMS) and Windows-based environments.
- Assisted the help desk manager with ticket escalations, dispatching, and project coordination.
- Managed and maintained network infrastructure, including Meraki routers and Cisco switches, for major local car dealerships.
- Fostered a collaborative team environment, promoting individual growth and technical skill development.

iVenture Solutions, Jacksonville, Florida

IT Support, 05/2019– 10/2019

- Provided tier 2 desktop and application support including line of business and hosted application support such as Microsoft Office 365
- Troubleshoot client's LAN/WAN technology and firewalls (Cisco/SonicWALL)
- Managed thousands of endpoints through remote management software such as Labtech, TeamViewer, and LogMeIn Rescue
- Documented ongoing solutions to technical issues via ConnectWise ticket system
- Traveled onsite to client businesses to troubleshoot, replace, and repair IT equipment such as routers, switches, firewalls, and other managed devices

Computer Services Freelancer

08/2018– 05/2019

- Provided a broad range of consulting services and technical expertise in computer hardware, software, mobile applications, and web hosting
- Gathered business requirements and translated them to technological solutions
- Built valuable web applications for small businesses to enhance their growth
- Enterprise hardware, software, and desktop support
- Created automated scripts for businesses to meet business needs

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Nation Safe Drivers, Boca Raton, Florida

IT Support, 07/2016– 08/2018

- Installed, imaged, and maintained over 80 Windows 10 workstations and solely configured essential contact center components such as printers, file servers, faxes, scanners, and VOIP systems
- Provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware in-person or over the phone
- Documented training manuals and trained computer users.
- Maintained daily performance of computer systems
- Assisted in facilitating help-desk support ticket queue

Insight Global, Fort Lauderdale, Florida (*contract*)

Field Service Technician, 02/2016– 06/2016

- Lead site survey engineer of the Hewlett Packard/Bank of America hardware refresh project
- Troubleshoot and verified Windows 7 devices were adhering to security policies such as Bitlocker
- Replaced, installed, and configured fundamental computer components such as servers, workstations, printers, and networked peripheral devices
- Recorded, analyzed, and maintained highly accurate information pertaining to logistics and inventory via Microsoft Excel and ticketing systems

United States Army, Fort Lewis, Washington

Cannon Crewmember, 11/2006 – 01/2010

- Perpetuated monthly accountability, serviceability, and inventory of millions of dollars' worth of sensitive military equipment, and vehicles with no losses
- Contributed to the success of numerous reconnaissance and security operations
- Recognized for exemplary military proficient service, discipline, and conduct
- Employed critical survival skills in hostile environments while maintaining operational readiness of equipment, and vehicles
- Applied computer-generated fire direction data to calculate targets manually and electronically