JAMAL WHITFIELD

IT TECHNICIAN

CONTACT

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Charlotte, NC

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SUMMARY

IT Technician with nearly 2 years supporting 3 warehouses and a head office of 260 staff on Windows and macOS devices. Handles troubleshooting from handheld scanners and label printers to Microsoft 365 and Active Directory, and keeps DHCP and DNS records current. Works independently across sites with strong time management.

SKILLS

- Troubleshooting
- Windows
- macOS
- Microsoft 365
- Active Directory
- DHCP
- DNS
- Customer Service
- Time Management

EDUCATION

Associate in Applied Science

05/2024

Central Piedmont Community College

Charlotte, NC

Information Technology

CERTIFICATES

CompTIA A+

06/2024

CompTIA

EXPERIENCE

IT Technician 01/2025 - Present

Queen City Freight Solutions Charlotte, NC

Regional freight and warehousing company with 3 distribution sites.

- Support **260** users across 3 warehouses and an office, closing about 40 tickets a week within the 8-hour SLA.
- Rebuild and deploy Windows laptops, handheld scanners and label printers, keeping 98% of devices in service.
- Maintain DHCP reservations and DNS records for 180 network devices after a firewall replacement.
- Onboard new hires in Active Directory and Microsoft 365, cutting setup time from 2 days to 4 hours.

IT Support Intern (Part-Time) 09/2023 - 12/2024

Piedmont Regional Title Company Charlotte, NC

Part-time internship at a 50-person title and closing office.

- Set up macOS and Windows workstations for 45 title agents during an office move over one weekend.
- Logged 300+ help desk tickets with clear troubleshooting notes for the senior technician.
- Replaced toner, drums and fusers on 12 office printers and tracked spare parts in an inventory sheet.
- Provided desk-side customer service to closing staff during peak month-end weeks.