

JASON GIBSON

IT Troubleshooting Expert

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SUMMARY

Highly qualified IT Expert with over 5 years of experience troubleshooting IT and enterprise equipment. Looking to engage in the Audio Visual, Cyber Security (Sec+), and IT (A+) sectors using my extensive troubleshooting background with complex problems using advanced reasoning.

Skills

Advanced troubleshooting and complex reasoning, AI Prompting and Big Data, Remedyforce utilization, High technical aptitude, Creston and Extron systems, Cost-saving solution implementation, Office 365 Administration, System scalability enhancement, Docker and Kubernetes deployment

RELEVANT PROFESSIONAL EXPERIENCE

Domino's Inc, Lead AV and IT Technician

Jul 2024 – Feb 2025

NY Area

- Installed and configured AV technologies, temperature sensors, and thin clients, ensuring seamless operation of restaurant systems.
- Troubleshot AV and network issues, minimizing downtime and supporting franchise-specific equipment to maintain business continuity.
- Performed preventative maintenance and implemented cable management best practices to optimize system reliability.

SUNY Schenectady County Community College,

Sep 2021 – Dec 2023

Senior Information Technology / Lead Audio Visual Technician

Schenectady, NY

- Led a team to resolve over 1,000 annual IT support requests with Remedyforce, surpassing SLAs by 15%.
- Managed Creston and Extron equipment, Zoom, and Teams, supporting 80+ large-scale virtual events yearly, ensuring high production quality and stakeholder satisfaction.
- Streamlined user onboarding with Active Directory and imaging software for account management and system setups.
- Enhanced network efficiency and scalability for 5,000+ users.
- Implemented cost-saving A/V solutions, improving event production quality and cutting expenses by 10%.

EDUCATION

University Of Albany, Masters of Science in Cyber Security (In Progress)

Albany, NY

The College of Saint Rose, Bachelors of Science in Cyber Security

Albany, NY

Professional Certifications

- Security+ - July 2027
- A+ Certified - July 2027
- Cloud+ (Expected) 2026