

Jackie Ou



PHONE: Available on request
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I have over one year of customer service experience and experience in using Windows 10 and 11, Linux, Windows Server 2019, 2022, and 2025, and managing computer networks. A+, ITF+, and JNCIS-SP certified. I actively work in my home lab at home and create many IT-related projects involving a server running Proxmox, Juniper EX 3300 Switch, and Cisco 2911 router.

Education

Blue Hills Regional Technical High School

Majoring in Computer Information Systems - Class of 2025

Projects & References

Virtualizing an Active Directory, Help desk environment

- Created two Virtual Machines, one running Windows Server 2022 and the other running Windows 10
- Configured and set up Windows Server 2022 to run Active Directory and configured multiple users, groups, and organizational units for users in their department.
- Joined Windows 10 VM to Windows server AD domain, configured remote desktop. Created GPOs to limit certain department users.
- Created shares between Windows Server 2022 VM to Windows 10 VM, configured and limited sharing to certain departments
- Used ticketing system software using Spiceworks's cloud ticketing system to simulate a helpdesk ticketing environment.
- Used and created PDQ Deploy and PDQ Inventory to mass-install/uninstall applications on AD domain computer objects and view details of computers, their hardware, etc.

(References Available upon request.)

Relevant Vocational Experience

SkillsUSA - Statewide Internetworking Competition

April 2023 & 2024

- Placed second twice in states for Massachusetts
- Competed against districts of multiple other schools by earning a high score on a test oriented around the CCNA
- Qualified for states; earned silver through a hands-on virtual test on Windows Server with networking, a subnetting quiz, and a hands-on physical lab.

Cyberpatriot - Nationwide Competition

- Answered advanced networking questions for my team
- Configured and troubleshooted networks in Packet Tracer
- Secured and strengthened Windows & linux systems in VMs
- Placed in top ten in Silver in regional (Eastern Canada and U.S.)

Experience

Hometown Arcade - Employee

61 Endicott St Building 26A, Mailstop #83, Norwood, MA 02062, May 2024 to Present

- Responsible for customer service and checking in customers
- Troubleshooting arcade machines
- Helped customers set up parties and events

Marshalls - Associate

153 University Ave, Westwood, MA 02090, September 2023 to January 2024

- Responsible for processing transactions for customers
- Provided customer service

SKILLS

Spice Works

Powershell

Windows 10-11, Server 2019, 2022, 2025 & Linux & Bash

Customer Service

Active Directory

Computer Hardware

Troubleshooting

Computer Networking

Microsoft 365

CERTIFICATES

CompTIA A+

CompTIA ITF+

Cisco Certified Support Technician Networking (CCST Networking)

ISC2 Certified in Cybersecurity (ISC2 CC)

Juniper Networks Certified Specialist - Service Provider (JNCIS-SP)

Juniper Networks Certified Associate (JNCIA)

Juniper Networks Certified Associate, Security (JNCIA-SEC)

OSHA 10 Hours