



# JACKSON BOOTHE

IT Support Specialist

## PROFILE

IT professional with a decade of experience in customer service and technical support, including tenure as Deputy General Manager at Regal Entertainment Group. Possessing CompTIA A+ certification and adept at troubleshooting hardware and software issues. Proven track record in team management and fostering collaborative environments to drive efficiency and deliver exceptional service. Recognized for exceptional interpersonal skills and the ability to communicate complex technical concepts effectively. Proficient in Microsoft Office suite and skilled in server management. Committed to providing timely and effective solutions to enhance user experiences and optimize IT operations.

## CONTACT

PHONE:  
949-533-6288

WEBSITE:  
[JacksonBoothe.com](http://JacksonBoothe.com)

EMAIL:  
JBoothe920@gmail.com

Address:  
1322 Walnut Ave Tustin, CA 92780

## CERTIFICATIONS

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### CompTIA A+

February 2024

Relevant Skills: Hardware/Software Troubleshooting, Network Administration, Operating Systems, Help Desk Support

### Google IT Support | Coursera

May 2023

Customer Service, Network Protocols, Encryption Algorithms and Techniques, Debugging, Cloud Computing

## WORK EXPERIENCE

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### Martin & Associates      IT Support

December 2021–Present

Resourceful IT support professional with a proven track record of delivering comprehensive technical assistance to a one-person retirement planning business. Leveraging expertise in troubleshooting software issues, performing hardware upgrades and deployments, and streamlining data storage workflows to enhance operational efficiency. Committed to leveraging technology to drive business success and achieve strategic objectives.

### Regal Entertainment Group      Deputy General Manager

May 2011–March 2021

Demonstrated expertise in customer service, team management, inventory control, and projection server management and scheduling. Recognized as Manager of the Quarter for outstanding performance and leadership. Proficient in interpersonal communication, customer service delivery, Microsoft Office suite, and server management. A proven track record of driving operational excellence and fostering a customer-centric culture.

## SKILLS

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Network Administration • Hardware Troubleshooting  
Software Troubleshooting • IT Support • Help Desk • Windows 10/11  
Linux • Mac Support • Virtualization • System Backup and Recovery  
Cloud Computing • Active Directory