

Jackson Carpenter

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WORK EXPERIENCE

Temple University

Dec. 2022 – Present

IT Engineering & Operations Student Worker

Philadelphia, PA

- Worked under the Assistant Director of Operations, completing projects to support the physical and logistical needs of Temple University's technological infrastructure.
- Organized and assisted over 20 application owners in migrating servers off Windows 2012 and Red Hat Enterprise Linux 7.
- Physically removed and decommissioned old servers from data centers and prepared them to be sent to the computer recycling center.
- Updated GLPI records of physical inventory in data centers and virtual machines listed in VMWare, ensuring the inventory database accurately reflected the infrastructure in place.

Temple University

Nov 2021 – Present

Center for the Advancement of Teaching EdTech Lab Assistant

Philadelphia, PA

- Contributed to C.A.T's mission by providing university faculty with technical support regarding educational technologies, including Canvas, Zoom, the Microsoft suite, and Panopto.
- Educated faculty on proper methods for using EdTech tools to maximize the learning experience and create efficiency in their workflow.
- Recorded over 300 tickets in BMC Remedy, documenting client interactions and escalating tickets to other departments if needed.
- Provided tech support simultaneously in-person, over the phone, and over Zoom to maximize contact methods with clients.

JCC of the Lehigh Valley

June 2018 – August 2018

Counselor in Training

Center Valley, PA

- Responsible for the care and supervision of 10+ children ages 4-6 in conjunction with senior counselors.
- Provided and assisted with planned activities involving sports, crafts, and wilderness education.
- Worked with swim instructors to create a safe and educational pool environment.
- Maintained a kind, energetic, and optimistic demeanor when communicating with campers, parents, and fellow staff members.

EDUCATION

Temple University

May, 2025

B.B.A, Management Information Systems

Philadelphia, PA

- Overall GPA: 3.67
- Activities: Association for Information Systems, Intramural Volleyball

SKILLS & INTERESTS

- **Skills:** VMWare, BMC remedy, SQL, Zoom, Microsoft suite, Windows, Canvas, Panopto, HTML, CSS
- **Interests:** Cybersecurity, Systems Administration, Python, UI/UX design, Cloud Architecture