Jalen Cross

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My Key Qualifications

- **First-line IT support at OhioHealth**, a Midwest health system, supporting clinic and administrative users across Windows devices, Microsoft 365, printers, and account access.
- **24 tickets closed per week** on average over the last 3 months, handling Windows 10/11, Outlook, Teams, and printer incidents for clinic and office users.
- **Device deployment**: configured 38 replacement laptops and peripherals with 100% on-time readiness for new-hire start dates.
- **ServiceNow** ticketing daily, documenting troubleshooting steps and root causes; cut reopened tickets from 6 to 2 month over month.
- Onboarding and offboarding hands-on: password resets, MFA setup, account provisioning, and equipment preparation.
- **CompTIA A+ certified** with a BS in Information Technology from Franklin University, including a capstone that cut workstation setup time from 55 to 30 minutes using Intune and Entra ID.

Experience

IT Support Specialist I — **OhioHealth**, a Midwest health system operating hospitals, clinics, and outpatient sites

Jul 2025 – Present · 1 yr 4 mos

- Provide first-line support to clinic and administrative users in person, by phone, and through ServiceNow, resolving Windows 10/11, Outlook, Teams, and printer incidents for an average of 24 tickets per week over the last 3 months.
- Follow documented troubleshooting steps and escalate infrastructure issues only after completing standard diagnosis in ServiceNow, keeping complex problems moving to systems and network teams with full context.
- Prepare and deploy replacement laptops and peripherals for new hires and refreshes, configuring 38 devices with 100% on-time readiness for scheduled start dates through imaging, standard software installs, MFA validation, and peripheral checks.
- Handle onboarding and offboarding tasks including account provisioning, password resets, MFA setup, and equipment preparation.
- Improved ticket documentation quality on password, VPN, and printer cases by recording troubleshooting steps, root causes, and follow-up actions before closure, cutting reopened tickets from 6 in one month to 2 the next.

Education

- **Franklin University** — Bachelor of Science in Information Technology · 2021 – 2025 · Relevant coursework: Network Fundamentals, Windows Administration, Information Security, Technical Support Practices

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Projects

- **Endpoint Provisioning Capstone**
  Built a standardized Windows 11 deployment workflow with account setup and policy enrollment for a campus lab environment using Microsoft Intune. Cut average workstation setup time from 55 minutes to 30 minutes across 12 test devices.
  Tech: Windows 11, Microsoft Intune, Entra ID, PowerShell
- **Community Clinic Help Desk Simulation**
  Created and documented a support process for a mock outpatient clinic environment covering password resets, printer troubleshooting, and VPN access requests. Resolved 27 of 30 test cases within the class SLA.
  Tech: ServiceNow, Active Directory, VPN, Microsoft 365

Skills

- **Operating Systems & Productivity:** Windows 10/11, Microsoft 365, Outlook, Teams
- **IT Service & Directory:** ServiceNow, Active Directory
- **Networking & Hardware:** TCP/IP Troubleshooting, Printer Support

Certifications

- **CompTIA A+** – CompTIA (2025)

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