Jake **Girard**

PRODUCT SPECIALIST · NETWORKING / IT / POS PROFESSIONAL

Providence, Rhode Island

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Work Experience

SQUIRE Technologies
New York, NY

PRODUCT SPECIALIST
Apr. 2022 - Nov. 2022

- Subject matter expert on all things SQUIRE; software, hardware, integrations, reporting, etc.
- Work closely with Product Management, Engineering, and Support teams to relay the voice of the customer where needed to ensure the best outcomes for users.
- Assist support team with advanced support escalations as well as assisting with any questions that arise from support.

Lightspeed Commerce
Providence, RI

TECHNICAL OPERATIONS NETWORK SPECIALIST
Sep. 2021 - Nov. 2022

- Subject matter expert for all customer use Meraki networking equipment.
- Source and test new and developing technologies to be utilized in customer networks.
- Liaison with product development to ensure new product initiatives are sustainable in customer ecosystems.
- Engage in pre-sales discussions with enterprise accounts to plan and coordinate successful launches / pro services engagements.
- Travel to and oversee enterprise-level onsite network installations.
- Planning, kitting, and designing ideal network solutions for customers to ensure seamless overall network operation including wireless performance, firewall security, VLAN segregation, and guest network operation.

TECHNICAL OPERATIONS ENGINEER
Aug. 2019 - Sep.2021

- Key networking resource for support, sales, and account management teams, providing as-hoc assistance for advanced networking configurations at client sites.
- Assisting with solutions validation to ensure clients have the best experience possible with Upserve.
- Subject matte expert on all Upserve products (Upserve POS, KDS, Inventory, Networking, etc.)
- Assist in improving documentation across the board for internal and external knowledge bases.
- Liaison between support team members and product / engineering team on bugs, feature requests, and overall UX.
- Assist in developing and improving a support Chatbot to decrease support volume and improve customer support experience.
- Worked closely on a field-service project traveling around the country to provide in-person support for a new product release.

IT Support RI
N. Smithfield, RI

SYSTEMS ENGINEER - TIER 3
Jul. 2018 - Aug. 2019

- Assist in maintenance of Windows server 2008, 2012, and 2016 systems, including Active Directory, DHCP, print services, file sharing, FTP, DNS, and SQL management.
- Extensive working knowledge of network cabling, structuring, termination, and certification.
- Perform maintenance and configuration for network hardware such as SonicWALL firewalls, Access Points, switches, printers, cameras, workstations, servers, etc.
- Managed day-to-day client relations as well as ensuring that high-level client specific software and hardware is operating correctly.
- Adept at interacting with owners of small to medium size businesses, in house IT Departments and all employees.

SUPPORT ENGINEER - TIER 1 / 2
Jun. 2017 - Jul. 2018

- Support all account end-users, managing an average of 18 tickets per day and 20 phone contacts.
- Provide solutions to issues involved with a variety of software, VOIP, security, printers, servers, and user hardware.
- Provide first level support to clients to diagnose and resolve issues, escalating to senior team members where required.

RETAIL STORE MANAGER
Oct. 2016 - Jun. 2017

- Train and manage 3 Bench Technicians.
- Purchase and manage inventory for retail store including computer hardware and software
- Sell and manage over 500 monthly user agreements, maintaining database of credit cards for reoccurring charges and contacting deactivated clients to reenlist.

Software / Hardware Proficiency

JIRA, DataDog, SumoLogic, EloView, Meraki Suite, SonicWALL Firewalls, Unifi, Grandstream, VOIP Systems, VMWare ESXi, Windows Server, Windows, Linux, MacOS, iOS, Android, Networking, Office 365, Google Apps, Salesforce, Slack, Ekahau, LaTeX, 3D Printing

Education

Jan. 2019 **CompTIA** Network+
Nov. 2018 **CompTIA** A+
Jun. 2016 **North Smithfield High School**

Activities

Boy Scouts of America
Slatersville, RI

EAGLE SCOUT
Jan. 2015