

JORDAN BELL

TECHNICAL SUPPORT & HARDWARE DIAGNOSTICS

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SUMMARY

Hands-on technician with experience diagnosing server hardware, upgrading equipment in user workspaces, supporting Windows and Linux systems, and building small-business web tools. CompTIA A+ certified, comfortable with customers, and known for working through problems carefully and explaining the result in plain language.

SKILLS

Hardware diagnostics, Windows, Linux, networking, Wi-Fi, VPNs, SSH, log review, equipment installation, ServiceNow, basic Active Directory, hand tools, multimeter use, customer support, and technical documentation.

EXPERIENCE

Diagnostic Technician - AI/HPC Compute Systems | Aerotek assignment at Jabil, Northern Kentucky | Mar 2025

- Tested and diagnosed rack-scale AI/HPC computer systems using Linux, SSH, logs, physical inspection, hand tools, a multimeter, and controlled retesting.
- Managed 40-60 systems in the production flow at once, documented failures, coordinated repair or escalation, and verified fixes before shipment.

Contracted Technical Associate - UC Health Equipment Upgrade | TEKsystems, Cincinnati Area | Apr 2024 - July 2024

- Completed about 300 workstation and equipment upgrades in occupied offices, tested each setup, documented the work in ServiceNow, and left every user operational.

Freelance Web Developer and Technical Support | Self-Employed, Cincinnati Area | Sep 2022 - Present

- Build and maintain websites and a live menu-management app; troubleshoot Windows, Linux, routers, VPNs, servers, websites, and general hardware or software problems for clients.

Bar Manager and Bartender | Pandemonium, Covington, KY | Jan 2021 - Mar 2023

- Ran busy shifts, trained and coordinated staff, handled cash, POS, and inventory, and resolved customer issues calmly while keeping service moving.

Additional experience: Kroger store associate (Feb-Nov 2020); Golden Corral server (2018-2019); C&K Industrial laborer at Miami Fort Power Station (2018-2019); Interstate Warehousing cold-storage associate (2017-2018); Gold Star Chili busser and server (2013-2017).

CERTIFICATIONS & EDUCATION

CompTIA A+ (active through Nov 2027) | Google Cybersecurity Professional Certificate | High School Diploma
Valid driver's license | Available for day, night, and weekend shifts | Willing to relocate