

JORDAN WHITE

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PROFESSIONAL SUMMARY

Operations and technical analyst with experience in high-volume IT support, process evaluation, and structured documentation. Background spans telecommunications infrastructure, security operations, and operational compliance — with a consistent focus on identifying inefficiencies, resolving complex issues, and communicating findings clearly. Currently completing a B.S. in Business Administration (Accounting) through WGU and actively pursuing CompTIA Network+ and Security+ certifications.

PROFESSIONAL EXPERIENCE

Security Specialist | Per Mar Security Services

Sep 2024 – Present

Saint Charles, MO

- Monitor and document access control operations, incidents, and operational irregularities through detailed written reports.
- Verify outgoing orders and asset movements to maintain loss prevention compliance in a high-traffic retail facility.
- Identified recurring vehicle congestion patterns at yard entrance and proposed a lane signage solution that reduced entry confusion and improved traffic flow — recommendation was adopted by facility management.

Technical Support Specialist | Spectrum

Jan 2022 – Sep 2024

St. Louis, MO

- Managed 50+ daily service cases across residential and commercial accounts, handling escalated provisioning and infrastructure issues requiring advanced root cause analysis.
- Configured and maintained static IP assignments and performed remote diagnostics across internet, voice, and video services.
- Contributed to internal documentation of recurring support cases, improving team-wide resolution efficiency and reducing repeat escalations.
- Assisted in onboarding and training new hires on provisioning procedures and escalation workflows.

Sous Chef | Brickshire Golf Club

Jan 2020 – Nov 2021

Providence Forge, VA

- Coordinated kitchen workflow and managed high-volume service execution, supervising line staff during head chef absence to maintain uninterrupted operations.
- Supported event catering requiring logistical coordination, resource planning, and time-sensitive production across concurrent service lines.

EDUCATION

B.S., Business Administration — Accounting

Sep 2024 – Present

Western Governors University · Remote

CERTIFICATIONS

Microsoft Office Specialist · Microsoft · Issued 2019

CompTIA Network+ · *In Progress*

CompTIA Security+ · *In Progress*

SKILLS

Technical: IT support & troubleshooting, network provisioning, static IP configuration, remote diagnostics, Windows, Linux, Microsoft 365

Analytical: Root cause analysis, process evaluation, pattern identification, incident documentation, operational reporting

Business: Escalation management, client communication, onboarding & training, QuickBooks, Microsoft Excel

Other: Technical writing, record keeping, operational compliance, non-technical user support

ADDITIONAL

Authorized to work in the US for any employer. Open to relocation for the right opportunity.