Riley Jones

IT Specialist at Heinen's Corporate | CCNA | Security+
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Professional Summary

Driven by a passion for technology and a commitment to service, I am dedicated to using my skills and experience to make a meaningful impact on others. With proven success in delivering results and a proactive approach to challenges, I consistently strive to drive positive impact in my role as an IT Specialist.

Authorized to work in the US for any employer

Work Experience

IT Specialist

Heinen's-Warrensville Heights, OH
March 2024 to Present

Proficient in a wide range of IT responsibilities, encompassing Windows server building and management, NVR configuration, Endpoint/Intune management, complex ticket troubleshooting, comprehensive desktop support, resolution of mobile device issues, thorough product research and successful project implementation.

In this role, I've gained practical experience in Active Directory, Entra ID, SCCM (Microsoft Endpoint Configuration Manager), Intune, Cisco Meraki, MobiControl, VMware vSphere, and PowerShell Scripting/ automation.

In my prior role, as well as in my current position, I've successfully executed multiple projects, many of which involved researching and integrating new devices for various retail functionalities by leveraging our Intune environment. The project required standardizing the way the company enrolls and manages devices in Intune.

Additionally, I developed and executed a project plan aimed at upgrading NVRs across more than 20 locations.

Desktop Support Technician

Heinen's Grocery Store-Warrensville Heights, OH
August 2022 to March 2024

Experienced in various IT tasks, including imaging devices, server support, NVR management, troubleshooting complex tickets, providing desktop support, resolving mobile device issues, and providing meeting support.

In this role, I have hands-on experience with Active Directory, SCCM (Microsoft Endpoint Configuration Manager), Cisco Meraki, MobiControl, VMware vSphere, and PowerShell Scripting.

I have obtained my CCNA and Security+ while in this role.

Technical Services Summer Intern

Heinen's Grocery Store
May 2022 to August 2022

Customer Service Associate and Shift Lead

Heinen's Grocery Store-Twinsburg, OH

July 2017 to May 2022

Performed tasks related to customer service including assisting customers, responding to customer inquiries and complaints, processing returns and exchanges, responding to incoming phone calls, and providing instruction to cashiers on difficult and complicated sales.

Performed tasks related to shift leading including directing and supervising employees engaged in sales or in performing services for customers, assigning employees to specific duties, and managing the workflow/placement of employees (generally around 15 to 25 employees) of the front end department based on the needs of the business.

Additionally a few other tasks were performed in the position, including training dozens of new cashiers on the POS, ordering and inventory taking of supplies for the front-end department on a weekly basis, and creating daily crew sheets to aid in the process of shift leading.

Education

Bachelor of Science in BS, Computer Engineering Technology/Technician

Kent State University - Kent, OH

January 2021 to May 2024

Bachelor of Arts in BA, Political Science and Government

Kent State University - Kent, OH

August 2019 to May 2023

Skills

- Computer Hardware Troubleshooting
- Microsoft Endpoint Configuration Manager
- Cisco Meraki
- Networking
- Powershell
- Computer Hardware
- VMware vSphere
- Active Directory
- Mobile Device Management
- Software Troubleshooting
- Microsoft Windows
- Desktop Support
- Technical Support
- Network Support
- SCCM
- Operating Systems
- Mobile Devices
- Microsoft Windows Server

- Information security
- Linux
- Azure
- TCP

Links

http://Resume.rjserver.net

linkedin.com/in/rileycjones

Certifications and Licenses

CCNA
May 2023 to May 2026

CompTIA Security+
January 2024 to January 2027

Microsoft 365 Certified: Endpoint Administrator Associate
March 2024 to March 2025

Imaging, Intune and Autopilot Management

Microsoft Certified: Azure fundamentals
January 2024 to Present

Microsoft 365 Certified: Fundamentals
January 2024 to Present

Palo Alto Networks Certified Network Security Administrator
October 2024 to October 2026

HPE Aruba Networking Accredited SD-WAN Professional
December 2024 to December 2025

Additional Information

Home Lab

• Within my Home Lab, I've established a robust infrastructure consisting of multiple segmented networks interconnected by a pfSense Firewall. Multiple Switches are also included in this setup enabling many devices to connect. Firewall Rules govern traffic flow between the separate subnets. This includes a separate subnet for my external-facing and internal VMs on my ESXi Host.

• Multiple Servers are running on a hypervisor. A few of the VMs include web servers hosting components of the rjserver.net domain including my personal resume website - resume.rjserver.net - via Cloudflare Tunnels. Some servers are also hosted by cloud providers such as AWS.

• In order to allow for CI/CD the code for my websites are hosted in my personal GitHub repository and allows for updating the website's code from anywhere.

CET Capstone Project - Kent State University

• SecureBox: AI Facial Recognition Mailbox System for Keyless Access

• (Jan 24 - May 24)

• The AI Facial Recognition Mailbox aims to eliminate traditional key-based access to apartment mailboxes by implementing a secure and convenient facial recognition system. It also demonstrates the ability for artificial intelligence and machine learning technology to be easily and cheaply implemented in a multitude of designs, processes, and projects. In any process that requires two-factor authentication this facial recognition and machine learning technology can be implemented.

• The Raspberry Pi interfaced with three peripherals including a 1080p webcam, a number pad, and a keyboard/mouse to interact with the OS. Its GPIO pins are connected to the two relays supplying 5V power to each relay along with output on Pins 15 and 18 to supply a high or low to activate the solenoid locks when needed by the script running. Each relay interfaced with a 12v power supply and a solenoid lock to allow for opening/unlocking for each mailbox in our design.

• The facial recognition program design involved using an OpenCV module for our Python scripts. OpenCV allowed us to easily implement Machine Learning into our facial recognition program in order to analyze datasets of faces. Three separate python scripts were used. One script allowed for you to easily obtain headshots of individuals by using the connected webcam. These headshots were necessary to take for use in the machine learning model of our facial recognition system. After utilizing this headshot script, another python script is then used to train the program to identify faces utilizing machine learning. Once these two steps are completed a modified python script from the facial recognition repository is then used to identify faces and open/close the locks as long as the correct face and pin are provided to the program.