Amari Jahmar Jones

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PROFESSIONAL SUMMARY

IT Systems professional with hands-on experience supporting enterprise Windows environments, endpoint deployments, and secure access systems. Skilled in Tier I to III support, systems troubleshooting, SQL-based reporting, Python developing, and workflow automation. Proven ability to improve system reliability, operational efficiency, and security posture in high-availability environments.

EDUCATION

Bachelor of Business Administration (BBA), Computer Information Systems Graduated in December 2025
Texas State University, San Marcos, TX, 78666
Major GPA: 3.67 | Cum Laude | Dean's List (4 Semesters) | Honors College
Relevant Coursework: Python, SQL, Systems Analysis, Network & Cloud Admin, InfoSec, Ethical Hacking, Web Design

EXPERIENCE

IT Systems Intern June 2025 – December 2025
Facilities Management Systems | Texas State University | San Marcos, TX, 78666
- Deployed and configured 100+ mobile devices within a two-week operational window while maintaining uninterrupted business operations.
- Provided Tier I to Tier III technical support for Windows endpoints, enterprise applications, and mobile device management (JAMF).
- Supported enterprise workflow modernization by assisting in AiM/ReADY system enhancements, including JavaScript-based request workflows.
- Performed application testing and QA validation during system upgrades to identify bugs and prevent production disruptions.
- Developed and executed SQL queries to generate ad-hoc and scheduled operational reports using SSMS, Power BI, and Report Builder.
- Assisted in the design and deployment of an internal work order management system supporting facilities operations.
- Maintained and updated multiple university websites using HTML, CSS, and Magnolia CMS, ensuring content accuracy and availability.

Administrative Support September 2023 – July 2025
Ingress Management Services | Texas State University | San Marcos, TX, 78666
- Served as acting Administrative Assistant I for three months, managing daily operations and overseeing staff coordination.
- Audited and reconciled 5,000+ physical and digital access records, ensuring compliance with security and access-control policies.
- Managed access provisioning for campus facilities using keys, credentials, and identification systems.
- Trained, supervised, and scheduled five student employees, leading multi-person project teams.
- Designed and implemented full-stack automation solutions that reduced manual workflows and increased task efficiency by ~40%.
- Applied security best practices to physical-digital access alignment, supporting institutional compliance requirements.

OTHER EXPERIENCES & ACTIVITIES

Executive President & Vice President of Information Technology May 2024 – December 2025
Information Technology Students of America @ TXST, San Marcos, TX, 78666
- Led professional development initiatives across IT, business, and STEM disciplines, & organized networking events, technical workshops, and competitive skill-based programming.
- Selected to serve on the Student Engagement Council for the Center for Analytics & Data Science, collaborating on university-wide data initiatives.

HONORS & CERTIFICATION

Academic Achievements: Dean's List **(**Fall 2022, Spring 2023, Fall 2023, Fall 2025), Honors College Scholar
Certification: Truist Emerging Leaders, CompTIA A+ (Expected 2026), CompTIA Security+ (Expected 2026)
Scholarship Awardee: Good Neighbor Scholarship, National Tuition Assistance, Merry Kone FitzPatrick Endowed Scholarship

SKILLS

- **Systems & Infrastructure:** Windows Server, Active Directory, Group Policy, Hyper-V Virtualization, Endpoint Deployment & Device Management, Hardware Troubleshooting
- **Security & Frameworks:** MITRE ATT&CK, NIST, OSNIT Methodologies, CIS Controls (Foundational Knowledge), PCI DSS, FERPA, HIPAA
- **Data & Analytics:** SQL (SSMS), NoSQL, MongoDB, SQLite, Power BI & Report Builder, Tableau, Eclipse BIRT, Splunk
- **Programming & Scripting:** Python, SQL, HTML / CSS, JavaScript, PowerShell, Bash
- **Tools & Platforms:** JAMF Pro, Microsoft 365, Sever Manager, Docker, PuTTY, Wireshark, VirusTotal, Tripwire, Kleopatra, KeePass
- **Administrative Support:** SAP, Verizon Connect, AutoDesk
- **Content Management Systems:** Weebly, WordPress, Magnolia CMS
- **Operating Systems:** Windows 7/8/10/11, macOS, Ubuntu Linux, Kali Linux
- **Project Management Platforms**: Trello, Jira, Asana, Microsoft Projects