



Jacob Paxton

EXPERIENCE

System Administrator II, Aldridge IT (MSP) Houston, TX — October 2025 - Present

As a System Administrator at Aldridge, I troubleshoot and maintain client environments across Microsoft 365, Azure, and on-prem infrastructure. I handle a wide range of support tickets including identity and access issues, Intune deployments, virtual desktop environments, and network connectivity across platforms such as Meraki, Palo Alto, and Fortinet. I'm frequently engaged to assist level 1 technicians with their support tickets and handle escalations to ensure resolution on a variety of client-reported issues. I also perform full client onboardings as needed, including traveling on-site to assess, deploy, and integrate new environments. Additionally, I resolve complex infrastructure issues and collaborate with internal teams and client stakeholders to ensure stability, security, and uptime across multiple client environments.

Helpdesk Technician, Aldridge IT (MSP) Houston, TX — May 2022 - October 2025

At Aldridge, my role as a support technician entailed providing both remote and on-site support for a wide range of clients. My day-to-day included answering support calls, responding to tickets, and troubleshooting issues related to hardware, software, and networking. I've been trusted to travel across the state to onboard new clients, often acting as the first technical point of contact. I'm comfortable working in both Windows and MacOS environments. I regularly performed administrative tasks in Microsoft 365 and am skilled in managing hybrid Active Directory environments with ADUC and Entra ID synchronization. My experience spans everything from basic user support to more complex networking and system issues, and I take pride in resolving problems efficiently and professionally, while ensuring users are kept updated and well-informed.

Sales and Customer Service Consultant, Frontier Communications Charleston, WV — October 2015 - May 2022

At Frontier Communications, I was responsible for selling Frontier and Dish Network products, providing order support, and resolving various billing and customer service issues. My role as an online consultant often entailed real-time problem solving and breaking down issues and solutions in a way that is understandable to the customer. I was also expected to be well-versed in Frontier products and technology requirements to tailor the best experience and set realistic expectations for every customer.

Inbound Technical Advisor, Ibex Global Charleston, WV — May 2014 - October 2015

At Ibex Global, I provided technical support to customers of Frontier Communications while maintaining exemplary customer service skills. I was also responsible for selling Frontier's antivirus and identity protection while troubleshooting the customer's internet, TV, or VOIP phone. I was commended numerous times for being an exceptional tech. I was eventually promoted to advanced technician/floor support and was often consulted on advanced issues requiring level 2 support.

EDUCATION

Saint Albans High School High School Diploma — 2009-2013

Brandman University — 2020-2021 CCNA Certification Course

SKILLS

- Familiar with network admin tasks completed through active directory and Microsoft 365 environments
- Skilled in dismantling and assembling computers
- Well-versed in both Windows and MacOS
- Very good understanding of business networks and the associated equipment
- Very fast learner and I don't have trouble adjusting to new work environments
- Experience working efficiently both in office and remote
- Exceptionally sociable and work well in a team setting
- History of consistently achieving company goals in timely manner and exceeding quality expectations

