
Jeffrey Mayhew

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Professional Experience

Over 14 years experience in the I.T. field; from tech support, to directing the I.T. department of a multi-million dollar non-profit, to managing interns and teaching computer classes at a vocational technical high school.

Southeastern Regional Voc. Tech. High School South Easton, Ma **September 2011-Present**
Information Technology Technical Support

- Responsible for assisting users with any IT related issue
- Responsible for tech support of computers (hardware & software)
- Setup, installed and configured users workstations –both wired and wireless

Mayhew Media Brockton, Ma **March 2002-Present**
Owner/Web Designer

- Web design
- Domain registration
- Computer repair
- Technical support
- PC clean up

Southeastern Regional Voc. Tech. High School South Easton, Ma **December 2007- June 2011**
Student Intern Manager & Teacher- Information Technology

- Managed 12 student interns within the IT department
- Responsible for assigning day-to-day tech support tasks
- Responsible for overseeing the tasks assigned and following through with support requests
- Developed and taught an IT curriculum for students grades 9-12
- Responsible for 19 students receiving iC3 Computer Fundamentals certification

Teen Challenge New England, Inc. Brockton, Ma **August 2004- May 2007**
I.T. Director

- Solely responsible for any and all technical projects
- Responsible for tech support of computers (hardware & software) on Pc's, Mac's and other various software
- Responsible for building and maintaining the company website
- Responsible for 17 locations throughout New England and New Jersey

Testa, Hurwitz & Thibeault, LLP. Boston, Ma **October 2000-February 2003**
Desktop Support Technician, Asst. Webmaster, & Hardware Support

- Supported and set up 800 WinNT & Win2000 PC's
- Replaced with ghost images as needed
- Set up and edited company Webcasts
- Responsible for the set up of PDA's and Palm Pilots
- Responsible for assisting users with any IT related issues
- Replaced and set up defective or broken monitors
- Managed inventory closets of IT equipment
- Assisted the webmaster with updates and periodic changes to the website
- Responsible for contacting hardware companies regarding defective products
- Responsible for setting up all audio and video for client meetings

Champion Exposition Services Avon, Ma **November 1998- February 2000**
End User Support

- Sole supporter of 200 users: 150 in house user and 50 regional users
- Supporter of both PC and Apple computers
- Setup, installed and configured all users workstations
- Assisted users with technical support of computers and printers
- Assisted the administrator with networking functions

Import Products Bridgewater, Ma **November 1997-November 1998**
Assistant Systems Administrator

- Setup, installed and configured user workstations
- Supported users with all technical support for computers & printers
- Assisted administrator with networking functions
- Learned and supported Windows NT

EDUCATION

University of Phoenix **Phoenix, AZ** **Graduated July 2011**

- Associates Degree in Information Technology/Information Technology Support

Bristol Community College **Fall River, MA** **Certificate Program 1999**

- Certificate in MS Networking Essentials

Southeastern Regional Voc. Tech. Easton, MA **Graduated 1998**

- High School Diploma
- Certificate in Computer Technology