

Jordan White

Enterprise IT Support • Automation • AI-Assisted Workflow Development •
Software Engineering

Northwood / Toledo, Ohio

PROFESSIONAL SUMMARY

Enterprise IT support professional and software engineering student with more than ten years of experience in customer-facing technical environments. I specialize in turning recurring support problems into documented, reusable systems—including automation, AI-assisted knowledge workflows, diagnostic tools, API integrations, and clear interfaces that help people resolve work faster.

My background spans Windows and macOS endpoints, deployment, account and access issues, networking, and service operations. I am continuing to expand that systems mindset through Python, C#, web development, and game-system architecture.

PROFESSIONAL EXPERIENCE

Service Center Consultant Intermediate 2022 — Present

University of Michigan — Ann Arbor, Michigan

- Provide enterprise-level support for faculty, staff, students, retirees, and departments through phone, chat, and ticket-based support.
- Troubleshoot escalated software, endpoint, authentication, networking, account-access, and enterprise-application issues.
- Develop AI-assisted support tools using RAG workflows, automation platforms, ticketing data, APIs, and enterprise knowledge systems.

Desktop Support Specialist Associate 2020 — 2022

University of Michigan MiWorkspace

- Delivered remote and onsite desktop support for university departments and campus users.
- Supported Windows and macOS systems, Zoom environments, endpoint deployments, SCCM workflows, onboarding, offboarding, and data migration.

CONTACT

jordymiesters2791@gmail.com

techywhitestudios.com

TechyWhite Studios on
GitHub

Northwood / Toledo, Ohio

SELECTED CAPABILITIES

Enterprise IT Support

Windows & macOS

Endpoint Deployment

Active Directory

Networking

TeamDynamix

Python & PowerShell

JavaScript & HTML/CSS

APIs & Workflow Automation

AI / RAG Workflows

Technical Documentation

Desktop Support Specialist Associate

2018 — 2020

Michigan Medicine — Ann Arbor, Michigan

- Provided enterprise IT support for hospital and clinical environments during overnight operations.
- Performed remote troubleshooting, endpoint support, software deployment, device replacement, PowerShell support, and network troubleshooting.

Desktop Support / IT Repair & Management

2013 — 2018

Multiple IT Support Roles

Managed technical support, hardware repair, networking support, malware removal, data recovery, endpoint security, and customer-service operations.

SELECTED TECHNICAL PROJECTS

AI-Assisted Enterprise Support Tools

Designed internal support tools using RAG workflows for ticket summarization, troubleshooting assistance, and response generation.

Workflow Automation & Support Tooling

Built automation workflows using scripting, APIs, ticketing data, and knowledge sources to streamline support operations.

Linux & Diagnostics Tool Development

Developing modular Python and Bash tooling for system auditing, logging, and repeatable support workflows.

CERTIFICATIONS

WGU Front End Developer Certificate

Western Governors University • 2026

ITIL Certification

Earned 2026

EDUCATION

Western Governors University

Bachelor's Degree — Software Engineering • In Progress

ITT Technical Institute

Associate Degree — Network Systems Administration

CURRENTLY BUILDING

C#, game systems, interactive UI, automation, front-end development, AI tooling, and systems design.
