

Jacob Moehn

jacobmoehn212@gmail.com +1(505) 225-6466

LinkedIn: www.linkedin.com/in/jacob-moehn-585994311

Website: jacob-moehn.com

Education:

Northern Arizona University – In-Progress (August 2021 – May 2025) Flagstaff, AZ

Criminology & Criminal Justice (BS)

Journalism and Political Science (BS)

GPA – 3.97

Employment:

NAU ITS Service Desk Tier 1 Tech (March 2022 – March 2023) Flagstaff, AZ

- Provided exemplary technical assistance to NAU students, staff, and faculty over the phone
- Assisting customers with any non-IT related inquiries
- Writing detailed documentation that features any issues, troubleshooting, requests, or additional information that is gathered during an interaction
- Following up with customers via email or through our self-service ticketing software
- Supporting and troubleshooting anything related to the Microsoft Office Suite (Outlook, Word, Excel, Teams, etc.) and Google Workspace (Gmail, Google Drive, etc.)

NAU ITS Service Desk Senior Tech (March 2023 – Present) Flagstaff, AZ

- Providing training to new and less experienced techs
- Leading all other student techs through their calls and customer interactions
- Creating new documentation for training and mentoring purposes while researching new ways to assist and support our customers
- Working with full-time staff to create better workplace practices and guidelines

Extracurricular(s):

KJACK News Staffer (August 2022 – January 2023; August 2024-present) Flagstaff, AZ

- Reporting and writing news stories to then share on-air
- Volunteering for community organizations such as concerts and NAU events
- Hosting weekly radio shows focused on discussing news and playing music

Skills:

- Effective Communication (written and verbal)
- Team Collaboration
- Leadership
- Proficiency in the Microsoft Office Suite (Word, Excel, PowerPoint, etc.)
- Documentation
- Analytical Problem Solving
- Critical Thinking and Decision Making
- Customer Service
- Training and Mentoring
- Research and Data Analysis

Achievements/Awards:

- Western Undergraduate Exchange Gold Scholarship (NAU) – 3.5-4.0 unweighted GPA (Fall 2021-present)
- Dean's List (Fall 2021-present)

References:

- Dalton White – IT Support Analyst, Sr. (NAU ITS Service Desk) – (928) 978-3008 – Dalton.White@nau.edu
- Ethan Harrison – Manager, IT Support (NAU ITS Service Desk) – (435) 830-3273 – Ethan.Harrison@nau.edu