

Jacob Rweteshi

CONTACT

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PROFESSIONAL EXPERIENCE

Student Network Technician | April 2026- Present

Pacific Lutheran University

- System Maintenance: Learning the about the phone switch software and performing light testing on fiber optic lines to maintain peak performance.
- Hardware Deployment: Installing and terminating high-speed data cabling (Cat5/6) and deploying Wireless Access Points (WAPs) to optimize signal strength.
- Handling the network infrastructures including moving, adding and changing network, phone and CCTV systems to ensure connectivity.

ITSM Service Desk Agent | Feb 2024- Dec 2025

Edmonds Community College

- Assisting students with campus technology use such as accessing and/or using student and employee WiFi, Triton email, CTCLink, Triton ID access, Canvas, Google Apps, Amazon Web Services (AWS) etc.
- Generate EdPass ID cards for students and employees, and corresponding buss and parking passes.

Information Technology Intern | Jul 2023 - Sept 2023

Engie Energy Access(Africa), Tanzania

- Assisting with the setup, configuration, and troubleshooting of new and existing hardware, including laptops, desktops, and network printers.
- Performing initial installation, configuration, and updates of operating systems and core business applications (e.g., Microsoft Office 365, internal CRM tools).

Information Technology Intern | Jul 2022 - Sept 2022

Engie Energy Access(Africa), Tanzania

- Documenting, prioritizing, and resolving incoming user support tickets and escalated IT issues via remote tools or in-person service.
- Assisting the IT team in monitoring network performance, identifying connection issues, and performing basic diagnostics (e.g., checking cable integrity, validating Wi-Fi connectivity).

EDUCATION

Pacific Lutheran University | Present

Bachelors Degree - Computer Science

Edmonds Community College | Sept 2023 - Dec 2025

Associates Degree - Computer Science

Arusha Technical College | Oct 2021 - Jun 2023

Certificate in Computer Science

CERTIFICATES

AI Fluency: AI Capabilities & Limitations | 2026

Anthropic

AI Fluency For Students | 2026

Anthropic

CIS Java Developer | 2025

Edmonds College

AI,Phishing and Cybersafety | 2025

KnowBe4, Edmonds College

Web Development | 2025

SoloLearn

PreSecurity | 2024

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