

# JOSIAH DE LEON

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## PROFESSIONAL SUMMARY

IT support professional certified in CompTIA A+, Google IT support, and Microsoft 365. I bring 4+ years of customer service experience combined with a foundational computer science background to deliver efficient, user centric solutions through a proven ability to solve problems.

## CREDENTIALS

CompTIA A+	January 2026
Google IT Support Professional Certificate	November 2025
Microsoft 365 Certified	August 2025

## SKILLS SUMMARY

- Technical troubleshooting
- System Administration
- Excellent customer support
- Operating system installation
- Cybersecurity
- User training & support
- Windows and Linux file systems navigation
- TCP/IP communications
- Cloud computing
- Command-line interfaces

## RELEVANT EXPERIENCE

Google IT Support Professional Certificate	Coursera, Remote
<i>Project</i>	June 2025—November 2025

- Troubleshooted and resolved 50+ simulated hardware, software, and network issues using ticketing, CLI, and remote desktop tools.
- Configured and managed Windows and Linux systems (installations, updates, user accounts) within virtual lab environments.
- Applied networking fundamentals (TCP/IP, DNS, DHCP, VPN's) and utilized Active Directory to deliver efficient end user support and system diagnostics.

MANGO	New York, NY
<i>Stockroom Associate</i>	December 2022—November 2025

- Delivered personalized customer service directly contributing to daily sales goal (\$55,000 avg).
- Maintained 98% inventory accuracy using RFID for tracking over 35,000 units on a weekly basis.
- Managed technical documentation and tracking for outbound freight transfers using proprietary software (ADA+) to ensure 100% data accuracy and inventory accountability.

Columbia University	New York, NY
<i>Bookseller</i>	September 2022—December 2022

- Served as the primary point of contact for university students and faculty, resolving time sensitive inquiries regarding textbook availability, order status, and digital resource access.
- Streamlined order fulfillment processes using digital management tools to coordinate drivers and schedule pickups, which guaranteed prompt and accurate delivery for students/staff.
- Provided reliable customer service by maintaining accurate digital records and processing sales transactions via POS systems, resulting in zero discrepancies and seamless checkout experiences.

## EDUCATION

CUNY City College of New York	New York, NY
<i>Bachelor of Science in Computer Science</i>	Current—2028

CUNY Borough of Manhattan CC	New York, NY
<i>Associate of Science in Computer Science</i>	2024—2025

**Honors/Awards:** Dean's List Spring 24' & Fall 24', 2025 AI Innovation Challenge (Vision+)