

JOSIAH DE LEON

New York, NY | (917) 724-5383 | josiahdeleon.x@outlook.com | [linkedin](#)

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
Project	June 2025—November 2025
<ul style="list-style-type: none">• 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
Stockroom Associate	December 2022—November 2025
<ul style="list-style-type: none">• 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
Bookseller	September 2022—December 2022
<ul style="list-style-type: none">• 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
Bachelor of Science in Computer Science	Current—2028

CUNY Borough of Manhattan CC	New York, NY
Associate of Science in Computer Science	2024—2025
Honors/Awards: Dean's List Spring 24' & Fall 24', 2025 AI Innovation Challenge (Vision+)	