

Jonathan Cannon

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Team-oriented IT Support Technician with dedication to ensure client satisfaction. Proven ability to handle complex IT environments for large organizations, demonstrated by extensive work with global teams. Practiced at both on-site and remote support. Skilled in troubleshooting across diverse systems and adapting to evolving work arrangements.

EXPERIENCE

Senior IT Services Specialist, Covington & Burling, Boston, MA

May 2024-Present

- Served as primary Technical Support for the newly opened Boston office
- Administrated Active Directory accounts for Boston and New York offices
- Administrated Exchange server, assisting in migration from On-Prem services to EXO
- Administered support for Microsoft 365 Suite implementation and troubleshooting
- Supported transition from Cisco phone systems to Team Phones
- Configured and maintained Outlook email clients, resolving synchronization issues and profile errors
- Maintained and troubleshooted SharePoint Online document libraries and sites
- Provided real-time remote support for Microsoft 365 applications using remote desktop tools,
- Oversaw function of server room devices, reporting all errors and performing maintenance
- Coordinated with vendors for hardware repair and telecommunication services, ensuring minimal downtime and efficient resolutions

IT Support Technician, Simon-Kucher & Partners, Boston, MA

July 2019 – May 2024

- Provided comprehensive IT support for an international organization experiencing 90% global personnel growth, managing services for 2,000 employees across 30 countries
- Facilitated seamless office relocation for 100 employees, overseeing workstation setup and equipment deployment
- Maintained an average of 31 ticket closures per day
- Administered access to protected network project folders
- Maintained distribution groups in Exchange
- Coordinated with vendors for repairs and upkeep
- Conducted remote and on-site troubleshooting for users
- Played a key role in transitioning to remote and hybrid work arrangements during the COVID-19 pandemic
- Conducted onboarding training sessions for new employees, facilitating smooth integration into IT systems and protocols

Student Tech, UVM Tech Team, Burlington, VT

March 2014 – January 2016

- Diagnosed and resolved computer malfunctions, providing technical support to clients of varying experience levels

EDUCATION

Northeastern University, Boston, MA

August 2016 – May 2020

- BS in Management

SKILLS & CERTIFICATIONS

- Experienced in Windows 10 & 11, Apple iOS and OSX
- Experienced with Microsoft 365 Suite,
- Experienced with Dell, Lenovo, and Apple hardware
- Skilled in Active Directory, Access Rights Manager (ARM), Microsoft Endpoint Configuration Manager (MECM), and Matrix42
- Certified in IT Service Desk Management and IT Support for a Hybrid Workforce through LinkedIn