

# 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 troubleshot 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