

# JONATHAN BREWTON

## **IT Specialist**

Salem, OR

jontbrew@gmail.com

(850) 418-7612

Authorized to work in the US for any employer

## **WORK EXPERIENCE**

---

### **IT Specialist**

**Green Mart, LLC** - Beaverton, OR

May 2020 to July 2020

In this role, I maintained and created critical IT infrastructure, maintained hardware devices, would troubleshoot software and hardware issues, monitor hardware and networks, introduce new and improved IT solutions, improve security and create redundancies, administer and maintain a critical e-commerce website, improve search engine optimization, design and improve website functionalities, photograph and edit product photos, monitor website functions to ensure they are working properly, and handle a wide variety of employee's technical related issues or needs.

---

### **IT Specialist**

**MCBS Digital** - Salem, OR

October 2018 to May 2020

Some of my work for MCBS involved a wide range of information technology services including website designing/building/ security, remote PC maintenance, Google Cloud Solutions, client backup solutions, creating IT solutions according to client needs, some minimal graphic design, and digital image processing. We worked as business to business and business to individuals. We strived to create simple IT solutions for difficult technical problems.

I did an internship for my schooling with this company in which I documented the processes behind the solutions, created backup files for projects, and researched on a wide variety of IT related ideas. Some of this research included Google Analytics, connecting domains to sites, edocbuilder with Pressero, Google Cloud backup, digital image processing, optimizing LinkedIn profiles, G Suites, Google Voice, gmail filtering, and geo-fence marketing.

---

### **Produce Clerk**

**Publix** - Pensacola, FL

April 2018 to March 2020

In this position, I was responsible for stocking product, greeting customers, answering customer questions about our products, dynamically selling our products, answering phone calls, pulling damaged or expired product from the shelves, and maintaining a clean and safe work environment.

---

## **Customer Service Staff**

**Publix** - Pensacola, FL

October 2016 to April 2018

This was a customer service supervisor position leading to management. In this role I was responsible for coordinating front end operations to ensure all customer needs were handled most efficiently and as quickly as possible. Daily tasks involved working the customer service desk, answering phone calls, ordering supplies, contacting support services for register or supply issues, handling large cash transactions, supervising all front service staff, and solving complex customer issues. In this position, I also worked in the cash office. This involved picking up all cash from registers, counting cash, collecting necessary paper work, and logging all of these cash and paperwork numbers into a computer.

---

## **Cashier**

**Publix** - Pensacola, FL

April 2015 to October 2016

In this position, I tended to customer's specific needs while scanning their items. I was responsible for greeting the customer and creating strong customer relationships through premier customer service. This position involved scanning items, bagging items, and operating a point-of-sale while handling cash, check, and card payments. While in this position, I also operated the self checkout registers. This involved assisting customers on four different point-of-sales at the same time using a remote attendant device.

---

## **Front Service Clerk**

**Publix** - Pensacola, FL

May 2014 to April 2015

This job involved assisting customers with their specific needs while bagging groceries, retrieving items, and loading groceries into their vehicles. In this position, I was also responsible for maintaining the work environment through organization and cleaning. I would return out of place products to their proper location, empty trash bins, clean restrooms, restock supplies, clean rugs, and sweep floors.

---

## **EDUCATION**

---

### **Bachelor's in Information Technology**

**University of West Florida** - Pensacola, FL

August 2015 to December 2019

## **SKILLS**

---

- **Photography (3 years)**
- **Customer Service Skills (6 years)**
- **Adobe**
- **Website Maintenance (2 years)**
- **Website Management (2 years)**
- **Website Design (2 years)**
- **Google Cloud Platform**
- **Google Suite**

- IT Experience
- Lightroom (3 years)
- Remote Access Software (2 years)
- Digital Photography
- Digital Image Processing
- WordPress (2 years)
- Google Voice
- Shopify
- Front Desk
- Adobe Photoshop
- Network Monitoring
- Network Support
- Microsoft Windows

## CERTIFICATIONS AND LICENSES

---

### CompTIA Network+

November 2019 to December 2022

---

### CompTIA Security+

December 2019 to December 2022

---

## ASSESSMENTS

---

### Technical Support — Highly Proficient

April 2020

Performing software, hardware, and network operations.

Full results: [Highly Proficient](#)

---

### Customer Focus & Orientation — Expert

April 2020

Responding to customer situations with sensitivity.

Full results: [Expert](#)

---

### Work Style: Reliability — Highly Proficient

April 2020

Tendency to be dependable and come to work.

Full results: [Highly Proficient](#)

---

### Basic Computer Skills: PC — Highly Proficient

April 2020

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.  
Full results: [Highly Proficient](#)

---

### **Attention to Detail — Expert**

April 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Expert](#)

---

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## **ADDITIONAL INFORMATION**

---

### References

Mark Pearson (503) 877-3526  
Company Owner at  
Mark's Computer Based Solutions (MCBS Digital), Salem, OR

Patrick Lascell (850) 473-5000  
Store Manager at  
Publix Super Markets Inc., Pensacola, FL