

JOHNATHAN BOTKIN

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PROFILE SUMMARY

Dedicated and hard-working graduate with an Associate's Degree in Networking and Cyber Security, with the ability to develop and maintain hardware, software and websites service. Seeking a position in a technologically driven organization where I will leverage my educational background, skills and experience for initiating and maintaining high quality websites to manage a smooth flow of operations.

TECHNICAL SKILLS

- **Networks:** LAN, WAN, TCP/IP, Google G Suite, Amazon Web Services (AWS), Microsoft 365
- **Operating systems:** Windows 10, Windows 7, macOS, Linux
- **App Software:** MS Office 2007, 2010, 2013 (Word, Excel, Outlook, PowerPoint, Publisher, Project, Visio)

CORE STRENGTHS

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|------------------------------|--|----------------------------------|
| ▪ Project Design/Management | ▪ Excellent Communication (Oral & Written) | ▪ Self-Starter/ Results-Oriented |
| ▪ Resource Management | ▪ Process Improvement | ▪ Great Interpersonal Skills |
| ▪ Creative and Resourceful | ▪ Strategic Planning | ▪ Independent/Team Worker |
| ▪ Client Service Focused | ▪ Team Management | ▪ Quick and Adaptable Learner |
| ▪ Internal/External Relation | | ▪ Problem Solving |

PROFESSIONAL EXPERIENCE

IT Inventory Technician | Astreya at Google | January 2019 – Present

- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Read technical manuals and confer with users to investigate and resolve problems or to provide technical assistance and support.
- Set up equipment for employee use, ensuring proper installation of cables, operating systems and appropriate software with proper cataloging of installation activities.
- Refer major hardware problems or defective products to vendors for service.
- Maintain records of daily data communication transactions, problems and remedial actions taken.
- Inspect equipment and read order sheets to prepare for delivery to users.

Program Specialist | Tacoma Community College | October 2016 – August 2018

- Plan and coordinate the development, implementation, and execution of subprograms, special projects, and other initiatives designed to achieve the overall mission of the program.
- Oversee and administer all facets of the day-to-day operations of the various programs and activities
- Coordinate the provision of technical guidance, consultation, related support to clientele within the area of program focus.
- Supervise and coordinate the collection, compilation, and analysis of program activity data
- Develop, write, edit, and present comprehensive statistical and narrative program reports and evaluations to top management.

Work Study IT Helpdesk Consultant | Tacoma Community College | Sept 2017 – Jun 2018

- Provide helpdesk support and resolve problems to the end user's satisfaction.
- Monitor and respond quickly and effectively to requests received through the IT helpdesk.
- Utilize and maintain the helpdesk tracking software. Document internal procedures
- Install, test and configure new workstations, peripheral equipment and software.

Summer Intern | Clover Park Public Schools | Jun 2017 - Aug 2017

- Installed and configured new PC stations software and network, and peripheral equipment.
- Ensured that all installations are completed using district technology plans and approved wiring diagrams
- Diagnosed moderately complex network problems and identify methods of repair.
- Prioritized and organize time and resources to effectively support the Information Technology program and services.
- Provided end user support to related computer hardware and software problems
- Fielded and responded to customer questions regarding the use of MS Office Suite, Internet Explorer, and Windows 10

EDUCATION

Associate's Degree in Networking and Cyber Security | Tacoma Community College | Sept 2015 - Jun 2018

CERTIFICATIONS

CompTIA A+ | Valid until June 2021