Jonathan Dalili

Information Technology Professional

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**Skills**

IT professional with over five years of experience in maintaining PC and server operating systems, applications, and hardware. Exceptional customer service and communication skills; consistently conveys competence and concern to end users. Strong ability to effectively multitask, analyze, and troubleshoot complex technical problems.

## IT Helpdesk Admin *- Nettouch Consulting*

August 2017 - September 2020

* Provided computer help desk support via telephone communication with end-users
* Revamped system patch management by improving WSUS and utilizing third party patch management tools: SolarWinds Patch Manager
* Revamped and improved Active Directory structure; reorganizing OUs and rebuilding and improving Group Policy Objects
* Monitored security vulnerabilities using InsightVM to assure network and system security
* Various technical troubleshooting on Windows 7, Windows 10, Windows Server 2008, Server 2012, and Server 2016.
* Managed system imaging and cloning; built and deployed Windows images to PC workstations

## PC Technician *- Abbtech*

Jan 2017 - June 2017

* Configure, deploy, maintain, troubleshoot and, support computer workstations, laptops, printers,
* Train users on Microsoft Office Suites
* Troubleshoot Windows errors and issues
* Resolve incidents, and upgrade different types of software and hardware

## Tech & Workstation Support *- Tesla Motors*

May 2016 - November 2016

* Configure, deploy and troubleshoot kiosk workstations for model 3 line development
* Validate inventory data and technical equipment
* Printer maintenance
* Quality inspection of parts for tesla automobiles

# Completed Certifications

## Google IT Support Professional

## Testout Client Pro

* **Storagecraft Engineer**
* **Scrum Training Series Completion**

# Certification Path

## A continued plan of advancement including: MCSA, MCSE, and VMware Certified Professional certifications