**Jonathan Cuenca** | 425.233.0100 | joncuenca@gmail.com

**Summary**

A seasoned IT, Analyst, Customer Service and Operations professional with over 19+ years of experience including 3 1/2 years at Microsoft. Expertise in IT support, quality assurance, data analysis and score carding. Additional experience in troubleshooting, multiple tracking and process implementation. An analytical and detail oriented individual who enjoys solving problems and making the complex more simple and accurate.

**Technical Skills**

|  |  |
| --- | --- |
| Dynamics CRM | MS Office 365 |
| Network Configuration | MS Azure AD |
| JavaScript/Jquery | Cloud Services |
| T-SQL Queries | HTML 5 / CSS 3 |
| Active Directory | WAN / LAN Troubleshooting |
| MS Server Maintenance  WatchGuard Firebox | Connectwise |

**Experience**

**Desktop Engineer** – **EmberOne**

August 2018 – Present Redmond, WA

* Manage support requests via email/phone
* Mobile Device Support: IOS Android
* Managed User Accounts on WindowsNT (Creation, Deletion, Permissions, and VPN Access).
* Developed organizational units in Active Directory (AD) and managed user security with group policies.
* Managed Group Policy Objects (GPOs) throughout the Active Directory (AD) enterprise.
* Adhere to a strict SLA times.
* WatchGuard Firewall Maintenance
* Monitor status of reported escalations to ensure timely resolution
* Remote Support via RDP and Screen Share
* PC/Network: WAN / LAN environments, issues on the software or hardware level.
* Support a variety of products: Office 365, QuickBooks, EHR, CRM, Windows and Mac Operating Systems.

**Data Support** **Analyst** – **Microsoft**

June 2016 – Dec 2017 Redmond, WA

* Tracked sales data to verify department goals.
* Analysis and presentation of Win escalations to management team from Power Bi.
* Successfully interpreted data to identify key metrics and draw conclusions.
* Report app bugs in detail after thorough testing.
* Monitor status of reported escalations to ensure timely resolution
* Proposed solutions to improve process efficiencies, leading to a 15% reduction in support request delays.

**IT Support Specialist** – **Saca Technologies**

July 2014 – April 2016 Anaheim Hills, CA

* Manage 25 to 35 requests a day via email inbox for Web Applications and Domains.
* Mobile Device Support: IOS Android email setup and application troubleshooting.
* Managed User Accounts on WindowsNT (Creation, Deletion, Permissions, and VPN Access).
* Developed organizational units in Active Directory (AD) and managed user security with group policies.
* Managed Group Policy Objects (GPOs) throughout the Active Directory (AD) enterprise.
* Adhere to a strict SLA times.
* SQL database management via T-SQL queries providing reports to upper management.
* Monitor status of reported escalations to ensure timely resolution
* Remote virtual environments: RDP, LabTech, VMWare.
* PC/Network: WAN / LAN environments, issues on the software or hardware level.
* Support a variety of products: Office 365, QuickBooks, Lync, MS Office, Windows and Mac Operating Systems.

**Executive Global Escalations** – **Microsoft**

December 2011 – April 2012 Issaquah, WA

* Responded to support requests via Email and Phone averaging 35-45 emails per day.
* Managed SLA and OLA, Better Business Bureau and Attorney General deadlines.
* Led the development of lower tiers of support, modeling advanced customer recovery standards for service delivery.
* Engaged in multiple projects to improve CPAT with a focus on quality.
* Monitored daily reports analysis via SQL queries and identified emerging issues, providing root cause analysis.
* Engaged resources to find solutions and reduce escalation rate.
* Proposed and executed instrumental changes to team processes which improved key performance indicators to become more appropriately aligned with company metrics.

**EAD Incident Management DATA Analyst** – **Microsoft**

July 2010 – October 2010 Redmond, WA

* Service Desk and Incident Management: First level of contact for incidents, providing technical support to internal employees
* Resolved customer technical issues van email and phone.
* T-SQL queries and stored procedure development.
* SharePoint Management, and troubleshooting.
* Provided guidance and technical expertise to ensure efficient resolution of issues across the entire ESBP Platform.
* Customer communication and updates: Comply with SLAs & OLAs.
* Monitored and resolved system alerts.
* Documented and maintained knowledge base articles.
* Contributed to service review metrics.
* Monitored and resolve incident queue.
* Managed escalations.
* Administration including database implementation, clustering, db internals, restoration and recovery strategies, performance tuning, data analysis.

**IT Administrator/Tier II Support BUSINESS Analyst** – **Avidian Technologies**

June 2009 – June 2010 Redmond, WA

* Managed internal IT department involving procurement, documentation and IT administration.
* Upgraded, diagnosed, and resolved problems with software/hardware running Windows 7, XP, Vista and Server 2003/08 operating systems, resulting in a 30% increase of productivity.
* Managed and implemented the resolution of upgrades, setup and network configuration issues for Prophet CRM software.
* Troubleshot SQL Server issues in Enterprise environments to ensure application functionality and data availability.
* Maintained DNS/TCPIP network functionality in a Windows environment.
* Administered Exchange Server 2007 user configuration and public resources.
* Maintained server integrity by performing scheduled backups for SQL, Exchange and AD for high data availability and resiliency.
* Provided Tier II support for primarily Enterprise level customers via phone, email, and remote login.
* Reduced redundancy in escalation by 40% with the implementation of procedures and processes for Support/QA/Development departments.

**Support TECHNICAL SUPPORT Analyst** - **Byte Software**

April 2007 – December 2008 Kirkland, WA

* Support analyst for Mortgage Loan Origination Software.
* Technical support for software setup, upgrade.
* Troubleshooting via email, phone and remote login.

**Senior Bilingual Support Analyst** - **Orrtax Software Solutions**

December 2002 – April 2007 Bellevue, WA

* Maintained phone and email queue of trouble tickets.
* Developed SQL database with PHP front end for translation vocabulary database.
* Call monitoring to insure quality customer service and procedural adherence.
* Translating, editing and proof reading technical software documentation that includes complex Income-tax vocabulary.
* Established standard translation vocabulary with the development of a web-based style guide and in-house dictionary.
* Supervised a staff of twenty technicians, managing customer support phone chat and email queue.

**Education**

**MS SQL (MCDBA)**

Installation, Configuration, Development Language,

Database Architecture and Management

Bellevue, Washington

**Windows 2000 Server**

Installation and Configuration

Bellevue, Washington

**MS Visual Basic**

Enterprise Development

Bellevue, Washington

**Cisco**

CCNA

Bellevue, Washington

**CompTIA A+**

PC Hardware/Software troubleshooting and repair

Bellevue, Washington

**Cornish College of the Arts**

Jazz Performance Major with Merit Scholarship

Seattle, Washington

**Fluent Languages**

Native: Spanish English

(Written/Spoken)