Jonathan Dalili

Information Technology Professional

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IT professional with over 10 years of experience in maintaining PC and server operating systems as well as troubleshooting network, application and hardware issues. Strong ability to effectively multitask, analyze, and troubleshoot complex technical problems to achieve effective solutions. Exceptional customer service and communication skills which competently bring clarity to end users.

**Experience**

## 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

# Education

## De Anza College, Cupertino CA Major in Business Administration – 115 units