**Jonathan Tengbeh**

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## Professional Summary

Initiative-taking and personable aspiring technical Support analyst currently pursuing a Bachelor of Applied science degree in Network Security Engineering from Highline college, Washington, United States. Enthusiastic about latest technology trends moving businesses forward and how to prevent and stop cyber-attack from happening in various communities and the world by using latest technology tools. I am passionate about helping people navigate latest technologies to perform better in their job roles.

**Work Experience**

**Technical Support Specialist, Intern**  January 2020-Present

Kent School District, Washington

* Configures, installs, troubleshoots, evaluates, and maintains computer software and hardware in a networked environment covering over 4000 computers.
* Resolve students issues with their laptops and school staff as needed.
* Interact with students, parents, and staff in response to inquiries, concerns, and requests about products and services regarding technology support.
* Gather customer/product information and determine the issue by analysing the problem.
* Diagnose and resolve technical issues involving internet connectivity, email, application.
* Ensure infrastructure networking and computing systems remain available during production hours.
* Interact with management and staff to provide analytical and technical assistance for continuous improvement of IT solutions.
* Manage local technical projects.
* Maintain or create policies, procedures, and processes.
* Identify root-causes of operational issues and process inefficiencies.
* O365 and Microsoft team configuration.
* Knowledge of incident IQ and web help desk ticketing system for K-12.

**General Technical Skills**

* Microsoft Active directory account setup and configuring permissions.
* Asset tracking using Incident IQ.
* Computer hardware diagnosing and repair using ticketing system.
* Remote and virtual technical support
* Desktop setup and configuration
* Wireless network routers setup and configuration
* iSCSI target server and Volumes configuration
* Windows server update service (WSUS) and Backup configuration
* TCP/IP, DNS, DHCP, VLANs
* Network troubleshooting and restoration
* Windows and Network security
* Microsoft O365, Teams and Share point configuration.

**Education**

Bachelor of Applied Science Network Security Engineering March 2017- June 2021

**Highline college, Des Moines, Washington USA**

**Leadership/organizational Membership**

Phil Theta Kappa Honor Society **-** MemberOctober 2019

**Campus Navigator (Phil Theta Kappa)**

Invite and help recruit new members in my major.

Help members navigate scholarship opportunities.

Organize study activities/sessions for Society members.

**Certifications**

AWS Certified Cloud Practitioner June 2020

Microsoft Certified Professional, Windows server 2016 Dec 2019

Mile2 Certified Penetration Testing Engineer June 2018