# JONATHAN C. LUONG

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**Technical Summary**

Results - driven and self - directed IT professionals, with demonstrated success troubleshooting and resolving problems and issues in high pressure, deadline-driven environments. Recognizes the role of customer satisfaction and exhibits a dedication to meeting client expectations and requirements. Continually explores ways to improve and promote quality and addresses new demands and challenges with a positive attitude and effort. Knowledge of principles and practices of computer systems; LAN; network communications; various operating systems and software utilities. Ability to make sound judgments related to computer usage and applications; analyze and solve problems for effective network utilization. Ability to travel from site to site; work independently using sound judgments and prioritizing skills and establish and maintain cooperative working relationships.

**Hardware**

Lenovo/IBM/HP compatible PCs, Polycom VoIP Phones, Avaya Switches, HP Switches, Ethernet, Video & Sound Cards, Memory, Hard Drive, Wireless, HP Printers, Konica Printers, Xerox Printers

**Operating Systems**

Windows Server 2008, Exchanger Server 2010, Microsoft Active Directory, Exchange Management Console, Windows 7 & 10, Mac OS 10.12 Sierra, 8x8 Desktop Phone, TCP/IP, DHCP, DNS, Registry, Printer Setup and Troubleshooting

**Software**

Microsoft Office 365, Microsoft Office Suite (Outlook, Excel, Word, PowerPoint, Project), SharePoint Online and OneDrive Online, Visio 2016, Project 2016, Malwarebytes, SaddlePort, LANDesk, Aeries, Destiny, IRead, ServiceDesk, Print To Me, End Point Protection, ESET/ Kaspersky Antivirus, CS6, Autocad 2013

**Education**

**Master of Art in Secondary Education** at Grand Canyon University emphasis in Technology - 2015

-Overall G.P.A. in Grads Level Education: 3.80

**Bachelor of Science** in Computer Information Technology at National University - 2003

**MCP Certification** - 1998

**Work History**

**08/17-Present Lantronix, Inc., IT Desktop Support**

-Front-end IT support person for majority of user requests

-Respond to email and phone calls regarding desktop and help desk requests

-Provide IT support to remote users globally (India, China, Hong Kong, Netherlands, and different US

States)

-Record track, and close tickets through Helpdesk System

-Administrator and provide support for Office 365 and Microsoft Office Suite (Outlook, Word, Excel,

PowerPoint, Project, Visio, SharePoint Online, OneDrive Online)

-Provide support for Windows 7 and Windows 10 users

-Administrator and create new accounts, editing, and termination of existing account in Microsoft

Active Directory

-Administrator and create mailbox, distribution lists, and resetting password in AD and Exchange

Management Console

-Configure Lenovo laptop, desktop, download Office 365, setup Outlook client and configure Cisco

VPN client

-Train new hire how to access Intranet, Lantronix network drives, 8x8 Desktop Phone, and VPN log on

-Administrator, setup, and assign extension from 8x8 Account Manager

-Independently handle purchase process by creating Purchase Order Request for workstation and laptop

-Make recommendation on IT hardware and software purchase

-Troubleshoot network and connectivity problems (Cisco based network)

-Ability to diagnose, troubleshoot and correct issues with network printers and or commercial multi-

function copiers (Konica Minolta)

-Provide basic “how to” hardware, software, and printing assistance to users

-Troubleshooting mobile devices and tablets: mostly Apple iOS & Samsung Android phones & iPads

-Troubleshoot and resolve virus and malware infections

-Set up VoIP (8x8) Polycom phones, extensions, familiarity with cloud PBX

-Experience with SCCM

**10/16-08/17 Saddleback Valley Unified School District, Technology Services**

-Under general supervision, to perform installation and routine maintenance work on all District owned

microcomputer/network hardware; and to perform related work as required

**-**Operation and maintenance of microcomputers and related peripheral equipment; installation and

operation of microcomputer software

-Assist in assembling, installing, and configuring new and existing computers and related

peripheral equipment and install software on new and existing systems

-Assist in routine maintenance of computers and related peripheral equipment

-Provide to hardware and software service requests and troubleshoot computer and printer problems

-Install computers and create images, configure printers and other peripheral devices

-Install and test software and hardware and diagnose defects in equipment and perform maintenance

functions

-Maintain accurate records and inventory and communicate to users clearly

-Order repair parts and report wear and damage on equipment and recommend replacement if repair is

not possible

-Pick up and deliver computer systems from and to District sites and may visit school sites to assist in

upgrades or services of computers systems

-Establish and maintain cooperative working relationships with those contacted in the course of work

**02/16-10/16 La Quinta High School, Technology Assistant**

-Serves as a resource to staff, students, and parents by providing current information on technology

equipment, software, and their use in the school environment

-Sets up and configures Chromebooks for students

-Sets up and configures computers, laptops, Mac desktops, Mac laptops, printers, and peripheral devices

-Loads software; images and prepares new technology for use

-Operates and performs troubleshooting and maintenance on a variety of network devices, multimedia

and peripheral equipment

-Assists with the proper operation and security of all technology

-Coordinates the use of computer facilities and the circulation of related materials and equipment

-Explains and demonstrates the proper use of equipment, software, and other resource materials

-Assists students and staff in computerized learning activities by explaining and demonstrating how to

use technology

-Assists with the school's electronic communication efforts

-Performs a variety of support services including the maintenance of records and inventories pertaining

to technology resources

-Serves as liaison with Information Systems Department and contacts vendors, as directed

-Performs related duties as assigned