**Jonathan Garcia**

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**Education**

* **AAS in Systems Administration & Network Security (Graduated: 2019)**
* **IC3 Digital Literacy Certification**
* **CompTIA A+ Certification**
* **CompTIA Network + Certification**
* **CompTIA Security+ Certification**

**Scholarly Experience**

* **Hyper-V Active Directory Network Chemeketa Community College**
* Created VISIO networking schematics for Logical and Physical Networks including server placement and virtual switch topology. Installed both Server 2012R2 and Windows 8.x onto Hyper-V Virtual Machines. Completed active directory setup.
* **SQL Relational-Database Chemeketa Community College**
* Team lead, designed and created an SQL database in a team environment. Delegated tasks among team members.
* **Chemeketa Community College Cybersecurity Club March 2019- October 2020**
* President, helped create Chemeketa’s first cybersecurity club. Tasked with raising awareness about cybersecurity and planning events.

**IT Experience**

* **Chemeketa IT Dept. Salem, Oregon October 2019 – October 2020**
* Classroom Technology Assistant, provided technical assistance and training to staff, faculty, students, and the public in person, over the phone, and by the use of remote desktop tools. Troubleshot computers and audio/video systems to diagnosis potential issues and aided in their repair. Assisted in computer software support and maintenance in classrooms and student computer labs. Worked with Jira ticketing system.
* **Chemeketa Information Security Dept. Salem, Oregon March 2019 - October 2019**
* Info Sec Assistant, analyzed and researched potential security incidents. Investigated potential network vulnerabilities. Designed and deployed a website to inform the faculty and public about Information Security.

**Customer Service Experience**

* **Jani King Salem, Oregon May 2016 – March 2019**
* Custodial Worker, provided exceptional cleaning with attention to detail and excellent customer service.
* **Baskin Robbins Salem, Oregon July 2015 – May 2016**
* Crew Member, took on managerial experience such as assigning daily tasks and stocking inventory. Provided great customer service and bilingual support when needed.
* **Fred Meyer Salem, Oregon June 2014 – July 2015**
* Grocery associate, built interpersonal skills. Exposed to many different positions in a short amount of time. Balanced managerial work with personal duties.

**Proficiency**

* Jira, C++, JavaScript, SQL, HTML, CSS, AJAX, jQuery, Microsoft Office Applications Windows, Linux, Mac OS

**Skills**

* Bilingual: English and Spanish
* Self-starter with ability to learn quickly
* Able to keep calm in stressful situations
* Strong attention to detail and willingness to follow through
* Good problem-solving skills and decision-making abilities
* Dedication to superior customer service; has excellent telephone and in-person etiquette