**Jan Kate J. Alfonso**

**(360) 798-0100** [**jankatealfonso@gmail.com**](mailto:jankatealfonso@gmail.com) [**View LinkedIn**](https://www.linkedin.com/in/jankatealfonso/) **Portland, OR**

**Entry-Level Helpdesk Analyst**

Solutions-oriented Helpdesk Analyst and IT Support Specialist with experience in configuring, troubleshooting, maintaining, and repairing hardware, software, peripherals, and devices for a variety of systems and technologies.

**Notable Skills & Qualifications**

* Maximizes system capabilities by troubleshooting and resolving complex hardware issues, software compatibility and installation issues, and a diverse variety of support desk calls
* Performs onsite and remote hardware/software repairs, software installations, and desktop/server system maintenance
* Balances multiple deadline-driven priorities while ensuring the highest standards of quality and keen attention to detail
* Tailors and communicates highly complex information to audiences of varying technical knowledge and skill-levels
* Cultivates positive relationships with all levels of stakeholders through collaboration, cooperation, and problem resolution
* Contributes bilingual language skills, with fluent written and verbal proficiency in both English and Tagalog

**Core Competencies**

Technical Support • Diagnostics & Troubleshooting • Peripheral & Component Repairs • Performance Analysis & Reporting • Workstation Analysis • Network Administration • Network Cable Management • Quality Assurance • LAN & WAN Management • Cybersecurity • Process Improvement • Complex Problem Solving • Customer Service • Cross-Functional Collaboration

**Education**

**Master of Arts in Information Technology** | Grand Canyon University – Phoenix, AZ Expected 2022

* **Relevant Coursework:** Basic Principle of Operating systems • Operating System Administration & Patch Management • System Hardening • File System Management & Maintenance • Cybersecurity Principles of IT • Business Continuity Planning • Cyber Warfare & Applications

**Bachelor of Arts in Business Administration, Concentration Marketing** | Portland State University – Portland, OR 2019

**Technical Skills**

Zendesk • Active Directory • Network Racks • VMWare • Servers • Routers • Salesforce & CRM Tools • Microsoft Office Suite

TCP • SQL • Mobile Devices (Android & iOS) • Linux • MAC OS • Windows 7/8/10/11 • Windows Client Configuration

**Relevant Work History**

**Junior Network Technician – Denali Advanced Integration (Contract)** | TEKsystems – Portland OR 2020 – Present

Leading provider of IT staffing, talent management, and related services to clients throughout North America, Europe, and Asia.

* Supports day-to-day IT operations at Denali as a contracted Network Technician; includes managing and maintaining closet labels, security access and cameras, network racks, space constraints, room temperatures, and more
* Resolves performance issues relating to fire protection systems, power panels, plug types, and grounding
* Maintains infrastructure by managing network cables, configuring HVAC systems, and ensuring cleanliness of IDF/MDF
* Ensures compliance with all service agreements and best practices, as well as local and PSJH standards

**Additional Professional Experience**

**Collections Specialist** | JP Morgan Chase & Co. – Phoenix AZ 2020 – 2021

**Billing & Fraud Specialist** | Consumer Cellular – Portland OR 2019 – 2020

**Accounts Receivable Representative** | True Terpenes – Portland, OR 2018 – 2019

**Overdraft Collections Representative** | Wells Fargo – Beaverton, OR 2017 – 2018

**Client Financial Services Representative** | Banfield Pet Hospital – Vancouver, WA 2016 – 2017

**Cable Billing Representative** | Charter Communications – Vancouver, WA 2014 – 2016