

# Jeremy Gallardo

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## EXPERIENCE

### Midwest Aerospace LLC - System Administrator

Merrillville, Indiana • 08/2025 - Current

As a Systems Administrator at Midwest Aerospace LLC, I manage, secure, and optimize the organization's IT infrastructure to ensure high availability, reliability, and compliance across all systems. My responsibilities span server administration, cloud services, security enforcement, automation, and user support, enabling the bank to operate securely and efficiently across multiple branches and departments.

#### Key Responsibilities:

Administer and maintain **Windows Server environments**, **Active Directory**, Group Policy, and DNS/DHCP services to ensure secure and seamless identity and access management.

Manage and support **Microsoft 365 and Azure AD**, including Exchange Online, Intune, and conditional access policies to deliver secure, scalable cloud services to users.

Automate and streamline IT operations using **PowerShell scripting** for tasks such as onboarding, BitLocker enforcement, and compliance reporting.

### Solid Platforms - IT Specialist

Portage, IN • 10/2023 - 07/2025

As an IT Specialist at Solid Platforms, I provided technical support, resolved system issues, and implemented effective solutions to optimize performance and user experience.

This full-time position allowed me to contribute to the efficiency, stability, and growth of both Solid Platforms and its employees.

Some Key Responsibilities include Systems Administration, Network Management, Network Security, Data Management and Backup, Training and Documentation, and Project Management. At Solid Platforms IT is the first response to any and all tech problems for both administrative employees and field workers.

### Asurion - IT Support Specialist

Chicago, IL • 12/2021 - 02/2023

#### Key Responsibilities Include:

- Provided technical support to end users by troubleshooting hardware, software, and network issues across Windows, macOS, and mobile devices.
- Assisted customers with account access, email configuration, device setup, and data recovery.
- Delivered clear instructions and remote support to resolve issues efficiently, and improve user experience.
- Documented support cases and solutions, escalating complex problems to senior technicians as needed.

## CONTACT

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#### **WWW:**

<https://github.com/GallarJ1>

#### **WWW:**

<https://www.linkedin.com>

[/in/jeremy-nicolas-gallardo/](https://www.linkedin.com/in/jeremy-nicolas-gallardo/)

## EDUCATION AND TRAINING

**Bachelor of Science:** Computer Science

**Purdue University**

*GPA 3.50/4.0 • 12/2023*

- Minor in Spanish & Mathematics
- [Fall, 2022] - Dean's List
- [Spring, 2023] - Dean's List

## CERTIFICATIONS AND SKILLS

- CompTIA A+, CompTIA ITF+, CompTIA Sec+, CompTIA Net+
- CCNA
- Microsoft AZ (104,400,204,305), MS 102, MD 102
- Python, Java, Powershell
- Network, Security, and Systems Administration
- Automation and Cloud Engineering