

Jonathon Prakob

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Education

College of the Holy Cross

Graduated May 2019

Bachelor of Arts, International Studies [International Political Economics]

Certifications:

- AWS CCP, SAA, SOA
- CompTia A+, Network +, Security +

Skills

- **Troubleshooting:** Mac OS, Windows, printers, mobile devices
- AWS
- System Administration
- Virtualization
- Networking
- Beginner Python

Experience

Zerto

September 2021 - July 2022

Technical Solutions Consultant

- Provide application support to Enterprise customers and Cloud Service Providers with 100% SLA and feedback response
- Thoroughly research across documentation, Salesforce, Quandora, and Jira for possible resolutions
- Review customers' environment for possible root cause analysis and apply any necessary changes across different types of hypervisors, including: vCenter, vCD, hyper-V, Azure
- Diagnose and resolve any network issues affecting the functionality of the Zerto software
- Monitor and manage linux and windows virtual machines to ensure Zerto components are functioning properly

Hanscom AFB

November 2020 - September 2021

IT Support Specialist

- Utilized Remedy to track all service requests and restorations
- Ensured unclassified systems met DoD regulatory and compliance security standards
- Performed network troubleshooting using the command line
- Diagnosed dead physical ports across the air force base and sent in service requests to the networking team
- Remotely installed and troubleshooted authorized software, including Microsoft products, using Dameware
- Completed necessary hardware configuration for dysfunctional devices, including:
 - Hard drive replacement, battery replacement, driver reinstall
- Completed requested OS configuration, including:
 - Network, registry, BIOS, reimaging, file transfer

Achievement Network

June 2019 - November 2020

Help Desk Associate

- Handled all channels of support requests through Zendesk with a 100 % satisfaction rating
- PC Imaging
- Created and managed internal and external documentation
- Facilitated onboarding and offboarding of users
- Completed service requests for equipment with vendors: Lenovo/Apple/BDS/Verizon
- Managed user account life cycles via Google Workspace and Bettercloud
- Performed system administration duties within the following services:
 - JumpCloud: active directory management
 - JAMF: Mobile Device Management
 - Sophos: Endpoint protection and Encryption