

# JONATHAN BECHER

## CAREER OBJECTIVE

Detail-oriented professional with excellent communication, interpersonal and creative thinking skills. Aiming to leverage my abilities to successfully provide immediate value to your company. Frequently praised as hardworking by my peers, I can be relied upon to complete tasks provided in a detail oriented and timely fashion.

## EXPERIENCE

### HELP DESK TECHNICIAN TIER 2

*Corsica Technologies, Fort Wayne Dec 2020 - May 2021*

- Conferred with users, and conducted computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- Installed and performed minor repairs to hardware, software and peripheral equipment, following design and installation specifications.
- Developed training materials and procedures, and train users in proper use of hardware and software.
- Met deadlines while maintaining high-quality deliverables.

### HELP DESK TECHNICIAN

*Corsica Technologies, Fort Wayne, IN / Dec 2018 - Jun 2020*

### DESKTOP SUPPORT TECHNICIAN

*The AME Group, Fort Wayne, IN / Sep 2016 - May 2018*

- Desktop support for hardware and software both in person and through remote. Working with customers on a daily basis.

### TECHNOLOGY INTERN

*East Allen County Schools, Fort Wayne, IN / Jun 2016 - Aug 2016*

- Cleaning and reconfiguring laptops for new school year.
- Completing technology work orders with technicians including desktops, monitors, printers, VOIP phones, desktop externals, and PA systems.
- Running new cabling for Brightlink projectors and sound systems.

### IT CONSULTANT

*Microage Networks, Fort Wayne, IN / Mar 2012 - May 2016*

- Network/Desktop/Server support. Configure new computers with correct OS and software including Kaseya, Microsoft Office 2003-2016 & Office 365, printers/scanners/copiers both network and local.
- Network cable running. Configuring switches/routers/modems

✉ jonbecher@microagenetworks.com

☎ (260) 760-7633

📍 Fort Wayne, IN, 46814

## EDUCATION

### WESTERN GOVERNORS UNIVERSITY

**Fort Wayne, IN**

*Bachelor of Science (B.S.)*

*Software Development Candidate  
(Expected graduation Jun 2023)*

*Awards & Honors*

- Certificate of Excellence  
Issued by The AME Group ·  
Jan 2017
- Certificate of Excellence  
Issued by The AME Group ·  
Nov 2016
- Certificate of Excellence  
Issued by The AME Group ·  
Oct 2016

### HOMESTEAD HIGH SCHOOL Fort Wayne, IN

*High School Diploma (Jun 2011)*

## ADDITIONAL SKILLS

JavaScript

React.js

IOS Development

HTML

Networking

Linux

Docker Products

Software Documentation

PowerShell

C#

Node.js

including d-link, cisco, hp.

- Malware removal and protection including Norton, Barracuda, AVG, McAfee, Kaspersky, Trend Micro. Tech support for many software products, network problems, remote support, desktop and server problems, contacting vendors or companies supplying equipment.
- Configuring and fixing tablets including microsoft surface, ipad. Configuring and fixing iphones and other smartphones. Email support. Domain and hosting support.

## SOFTWARE ENGINEER GENERALIST

*SRRS, Fort Wayne, IN / Aug 2012 - May 2016*

- Maintaining documentation on ArchAngel II product, creating and maintaining the SRRS website: <http://www.srrsllc.biz> ,
- Working alongside another engineer in debugging and maintaining ArchAngel II software and hardware.
- Going through software demos with customers, providing support for demos and for customers.
- Created the ArchAngel II Transmission log program used in a Server-to-Client setup; sends ArchAngel log files in real-time from vehicle laptops to current command (server) for use in monitoring laptop habits.

## REFERENCES

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References available upon request

## ADDITIONAL INFORMATION

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Portfolio website: <https://www.jonwritescode.com>

Github : <https://github.com/Mkhsx64>

Python

Microsoft Azure

Git

SQL

CSS

Wireframing

SASS

JSON

Autolt

Windows Automation

Microsoft Office

Email Marketing

Bootstrap

Virtualization

Customer Service

Nextjs

VMWare