

Jonathan So San Diego, CA 92127 Mobile: 760-880-7766 jonathan.so13@gmail.com
Skills: Windows server | DHCP | TCP/IP | DNS | VPN | Excel | Python | Network+ | Linux |
Communication |

Work Experience

Concierge

Vi Living, San Diego, CA

February 2024 - Present

- Main point of contact for residents and guests, addressing needs and coordinating with departments.
- Screened guests and visitors; verified authorization and dispatched security as needed.
- Responded to emergency alerts, conducting wellness checks and coordinating with emergency services.

Associate

AAYS dba The UPS Store, San Diego, CA

October 2021 - October 2022

- Processed customer shipments and managed mailbox accounts.
- Investigated lost/delayed shipments and performed document printing and passport photos.

Guest Services Coordinator

Loews Hotels, Orlando, FL

April 2019 - December 2020

- Led a team of five bell-persons, ensuring a luxury experience for guests.
- Managed luggage room operations and coordinated deliveries.

Community Operations Trust & Safety

ProUnlimited/Accenture, Menlo Park, CA

January 2017 - November 2018

- Conducted investigations related to Child Sexual Exploitation and illicit goods.
- Trained new hires on policy and material handling; documented and escalated credible threats.

Clerk

Prindle, Amaro, Goetz, Hillyard and Barnes LLP, Walnut Creek, CA

February 2014 - September 2016

- Summarized legal documents and conducted research on archival materials.

Education

Palomar College, San Marcos, CA

Associate's Degree in Administration of Justice Investigations,

San Francisco State University, San Francisco, CA
Bachelor's Degree in History

Valencia College, Orlando, FL
Technical Certificate in Law Enforcement and Homeland Security

Affiliations: Member, Phi Theta Kappa

Certifications

- **Cybersecurity Specialist** (In Progress)
- **CompTIA Network+** (COMP001022604784)
- **TestOut Certified Network Pro** (Cert ID: 6-2c6-VF9SK3)
- **Law Enforcement Specialist - Homeland Security**
- **Homeland Security Specialist - Criminal Justice**

References

- **Gary Wilson**
Colonel USMCret, CPP, CTM
Forensic Consultant, DHS Certified Master Trainer
Phone: 760-505-4360
Email: gwilson3@palomar.edu
- **Sahil Verma**
Phone: 707-853-7815
- **Pamela Joy Smith**
Former Assistant State Attorney, Adjunct Professor, Valencia College
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