

# Jonathan Villagomez Hernandez

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## SUMMARY

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CompTIA A+ certified IT professional with 7+ years of experience in problem-solving, communication, and customer service. Proven ability to analyze complex issues, identify root causes, and implement effective solutions. Skilled in hardware/software troubleshooting, network management, and scripting (Bash, Python). Seeking to leverage technical expertise and a customer-centric approach in a Help Desk or Tier 1 IT support role.

## CERTIFICATIONS

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- CompTIA A+

## TECHNICAL SKILLS

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- **Hardware:** Installation, troubleshooting, maintenance, computers, laptops, mobile devices, printers, servers, storage devices, peripherals
- **Software:** Installation, troubleshooting, system configuration, Windows, MacOS, Linux, iOS, Android, OS installation, malware removal, virtualization, backup/recovery, scripting (Bash, Python)
- **Networking:** Troubleshooting, configuration, routing, switching, access points, firewalls, VPNs, TCP/IP, DNS, DHCP, network security
- **Tools:** Windows System Tools, Command Prompt, Terminal, TigerVNC, Oracle VirtualBox, Google Workspace (Docs, Sheets, Gmail), Slack, Microsoft Teams, Zoom

## PROJECTS

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### Scripts

[Repo](#)

- Developed a suite of utility scripts using Bash and Python to facilitate various tasks involved with a Linux system
- Created a script to automate system updates using apt, zypper, or dnf package managers
- Improved workflow by implementing scripts used to streamline various tasks like creating predefined files, pushing or pulling code, and opening applications using certain configurations
- Documented installation process and defined all scripts with clear instructions on usage in the README file, ensuring ease of use for anyone

### Download File Sorter

[Repo](#)

- Developed a Python script to automate the organization of downloaded files in a Linux system
- Utilized file extensions to intelligently sort files into user-defined directories, saving time and effort
- Implemented a user-friendly approach that allows users to easily define their own configurations
- Organized the script into modular components to enhance readability and simplify collaboration

## WORK EXPERIENCE

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### Facilities Porter, United Building Maintenance – Wilmington, DE

Aug 2017 – Present

- Demonstrated strong problem-solving and critical thinking skills by analyzing complex facility issues, identifying root causes, and implementing effective solutions
- Collaborated effectively with staff to coordinate tasks, resolve challenges, and ensure smooth facility operations, demonstrating strong communication and teamwork skills
- Provided excellent customer service by working closely with clients to understand their needs and address any facility-related concerns
- Maintained accurate inventory and equipment records, showcasing strong attention to detail