**Antoine Jones**

**9341 NW 16 ST, Plantation, FL 33322 | Antoine.Jones08@Gmail.com | (954) 655-9205**

**SUMMARY**

Resilient technical expert with about 4 years of professional IT experience supporting enterprise networks and end-users with a broad range of technical concerns including hardware support, network troubleshooting, and access control. With my drive, I strive to become a more focused and refined network security professional.

**Technical Certifications & Skills:**

* CompTIA A+ Certified Earned December 23, 2022
* CompTIA Network+ Certified Earned April 22, 2023
* CompTIA Security+ Certified Earned Dec 30, 2023
* Cisco Certified Networking Associate CCNA Expected June 2025
* Scripting & Automation: PowerShell (log analysis, AD queries), Bash (VM provisioning, IPTables), Vim
* Networking: Wireshark, tcpdump, VPN troubleshooting, subnetting
* Operating Systems: Windows Server (AD, GPO, DNS/DHCP), Ubuntu Server, Hyper-V, KVM/QEMU
* Monitoring & Analysis: journalctl, Get-WinEvent, Event Viewer

**Projects:**

**Personal CyberLab:**

* Created a portable cyberlab using a throwaway HP EliteBook 840 G3 laptop and installing Ubuntu Server to utilize Linux Virtual Manager and QEMU virtualization for near-native bare-metal virtualization.
* Wrote Bash scripts to automate creation and startup of KVM/QEMU-based VMs with custom networking using utilities such as bridge-utils, ip, and iptable.
* Networks created so far include: attack network, defense network and monitoring network to help simulate complex networking concepts and cyberattacks to securely practice network security concepts while studying for certs such as CYSA+, eJPT, and practicing with network automation tools such as Ansible.

**WORK EXPERIENCE**

**World Travel Holdings,** Fort Lauderdale, FL **June 2023 - June 2025**

**HelpDesk Analyst I**

* Support over 1000 clients including both remote and in-house for B2B, D2C call representatives and corporate employees for a broad range of complex technical issues.
* Handling of technical tickets submitted through WebHelpDesk ticketing system including triaging of tickets to respective specialized IT teams of escalation.
* Collaborating with Network Engineering and Network Infrastructure team on complex wide-user networking issues such as NOC alerts & Pulse Secure VPN connectivity concerns.
* Successfully identified & resolved domain-wide slow boot problem stemming from forgotten misconfigured Group Policy issue in Active Directory from analyzing logs through Windows PowerShell and Event Viewer.
* Independently was able to troubleshoot, identify, and document findings from issues initiating external calls through Microsoft Teams using Wireshark on an affected executive corporate user’s machine.

**TECHY,** Weston, FL **October 2022 – March 2023 PC Repair Technician**

* Utilizing a personalized implementation of the IT troubleshooting method to diagnose a diverse set of hardware/software concerns for a wide array of devices including: pcs, laptops, mobile devices, and All-In-Ones.
* Tracking service tickets through the Doctor Phone Fix ticketing system to facilitate creating technical service tickets, interacting with already created tickets and close tickets created daily with clients. Tickets would average between 7 tickets daily.
* Kept up with current technical trends and knowledge through outlets such as StackOverflow, Jason Dion’s CompTIA courses, and Techy knowledge base to provide premier technical consultation for clients.
* Became designated technician for complex hardware and software troubleshooting including: data recovery, malware remediation, and Operating System corruption.
* Created documentation for newly found solutions to technical issues such as process to clear Windows Updates after a bad update causes intermittent system issues.

**Walgreens,** Miramar, FL **November 2021 – September 2022 Registered Pharmacy Technician**

* Assisted patients through high-volume call center environment with information about prescription refills, statuses, COVID-19 vaccinations, and general healthcare inquiries; average about 20 calls daily.
* Utilize internal CRM system to document call flow, reference knowledge base within the system and utilization of other essential tools like call conferencing.
* Earned Registered Pharmacy Technician license for the state of Florida after completing board exam.
* Volunteered and assisted with minor technical issues in-office for colleagues including monitor display issues, Internet connectivity issues, and useful browser shortcuts.

**AT&T -** Fort Lauderdale, FL **February 2021 – September 2021 Technical Support Specialist**

* Provide outstanding technical support for a variety of ATT products including FTTN, home Internet services, mobile device connectivity, and cable services such as U-Verse and DirecTV in a high-volume call center.
* Notate call interactions with customers through ATT ticketing system for various functions for client relations such as account promotions, device connectivity to ATT’s network, and billing history.
* Assisted with simple home network issues remotely such as guidance to remoting home router, while escalating complex issues to tech management or specialized networking department.
* Provided in-house technical assistance for colleagues voluntarily.
* Had a first call resolution rate of over 90% during the whole duration of employment.

**Iqor** - Miramar, FL **May 2020 – February 2021 Customer Service Representative**

● Assessed issues to determine appropriate troubleshooting methods for remediation and initiated claims to replace broken and malfunctioning Android, Samsung, Motorola, and Apple mobile phones and tablets (under AT&T).

● De-escalated problematic customer concerns, maintaining a calm and friendly demeanor.

● Worked within ServiceNow ticketing system to assign tasks, track/update the status of requests, and document resolutions before closing tickets out.

● Used Microsoft Office Suite to internally communicate and efficiently work through data migrations.

● Informed customers of insurance coverage for mobile devices and offered various resolutions.

● Educated customers on special pricing opportunities and company offerings.

**Best Buy -** Pembroke Pines, FL **July 2017 – March 2020 Connected Devices Sales Associate**

* Assisted in-store customers with product inquiries around home Internet expansion, Internet of Things products such as Google Nest and smartlinks, routers, and wireless extenders.
* Provided cellular device activation services for ATT, Verizon, and Sprint for smartphones, tablets, and smartwatches.
* Maintained current knowledge on various products offered for personalized customer support.
* Top producer of ATT credit card applications and mobile device activation for five consecutive months.

**EDUCATION**

● **Technical Certificate in Network Support Services**

William T McFatter Technical College Davie, FL August 2022 – May 2023

* Received a 110% on final Windows Server project implementing a virtual domain utilizing Windows Hyper-V virtualization including services such as DNS, DHCP, Windows Deployment Server, and DFS File Servers.

● **Bachelor's Degree in Biology**  Nova Southeastern University Fort Lauderdale, FL August 2017 – May 2020