

# JARED CAPPA

<https://github.com/bohonjar>  
<https://bohonjar.github.io/Portfolio/>

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Gallatin, TN 37066



## SUMMARY

Software Development graduate with a strong foundation in software design, development, testing, and IT systems. Eager to contribute technical, analytical, and programming skills to a software developer or IT support/engineering role. Detail-oriented and solutions-driven professional committed to clean code, system reliability, and continuous learning. Please explore my GitHub and portfolio to see hands-on projects showcasing my technical capabilities.

## EDUCATION

### Grand Canyon University

Bachelor's Degree in Computer Science  
Major: Software Development  
2020-2024

## TECHNICAL SKILLS

- Networking & Systems: Active Directory, Infoblox, DNS/IP Management, Network Printer Configuration, MeshCentral, Citrix Environment Management, Remote Session Support, Quick Assist, Cisco VPN, Command Line (CMD), Virtual Machines (VMs)
- Applications & Tools: Microsoft 365 Suite, Keycloak, gAudit, Visibility, ITSM Ticketing Systems (RITM/INC), Remote Support Platforms
- Programming Languages: C#, Java, JavaScript
- Web Development: HTML, CSS, ASP.NET, Spring Boot
- Operating Systems: Windows, Linux/Unix, Kali Linux
- Project Management: Leadership, Time Management, Cross-Department Coordination
- Data Analysis & Logic: Algorithms, Data Structures, Performance Diagnostics
- Development & IDEs: Visual Studio / VS Code, Eclipse

## COMPETENCIES

- Analytical Problem Solving & Technical Troubleshooting
- User-Focused Technical Support & Customer Service
- Detail-Oriented Development & System Maintenance
- Network & Infrastructure Configuration (Global Scale)
- Technical Conflict Resolution & Incident Management
- Collaborative Teamwork & Cross-Functional Communication
- Access Control, Security Compliance & Documentation
- Time & Task Management in Fast-Paced Environments
- Continuous Learning, Adaptability & Process Improvement

## PROFESSIONAL EXPERIENCE

### Information Technology Specialist SD 1

GEODIS | JUNE 2025- PRESENT

- Administer and maintain Active Directory (AD) environments, including user and group account management, group policy creation, and access control for global business units, ensuring compliance with internal security standards.
- Manage and configure networked printers and peripherals across 300 sites and 7.9 million m<sup>2</sup> of warehouses worldwide, leveraging Infoblox and command-line utilities (CMD) to assign IPs, ensure seamless connectivity, and minimize downtime across the enterprise network.
- Oversee user access management for a suite of enterprise applications (e.g., gAudit, Visibility, Keycloak, Office 365 Enterprise, Web Synapse, DUO, MFA, etc.), provisioning and auditing standard and privileged accounts in alignment with role-based access control (RBAC) and security best practices.
- Troubleshoot and resolve tier II/III incidents and RITM/INC requests, diagnosing a wide spectrum of issues — from network connectivity and email synchronization to complex system, software, and application performance problems — via onsite and remote tools (Quick Assist, MeshCentral).
- Collaborate with international IT and infrastructure teams to coordinate root-cause analysis and resolution of global incidents, maintaining service continuity and compliance with SLA standards.
- Perform system monitoring, maintenance, and patching, supporting the integrity and security of endpoints, servers, and user systems across multiple time zones.
- Create and maintain detailed technical documentation, including configuration procedures, troubleshooting guides, and process workflows to improve efficiency and knowledge sharing across regions.
- Contribute to continuous service improvement (CSI) by analyzing recurring incidents, implementing preventive measures, and assisting in global IT initiatives to optimize infrastructure performance and user experience.

### Customer Service Representative

URBANEX | FEBRUARY 2024 - JUNE 2025

- Delivered high-level customer service and account management at the corporate level, resolving escalated issues with professionalism and efficiency.
- Managed and processed advanced billing operations, including returns, chargebacks, and batch submissions across multiple locations, ensuring accuracy and timely completion.
- Served as the primary IT support contact in the absence of a dedicated team, resolving hardware, software, and network issues company-wide.
- Diagnosed and resolved system-related problems such as login/access errors, connectivity issues, and application malfunctions.
- Monitored and maintained office network stability, ensuring continuous connectivity and reliable system performance for all departments.
- Provided hands-on technical support for hardware setup, troubleshooting, and maintenance, including printers, computers, and mobile devices.
- Supported software deployment, updates, and user training, promoting smooth adoption of new tools and workflows.
- Recognized for a solutions-driven mindset and ability to translate technical information into clear, user-friendly guidance in a fast-paced corporate environment.