

JAVEN ENCABO

908-265-7325 | javentot@protonmail.com | encaboj@kean.edu | New York Metro Area

WORK EXPERIENCE

Office of Computer & Information Services Kean University **Union, NJ**
Junior System Admin **November 2024-present**

- Participation in setup and configuration of onboarding new servers into the environment.
- Monthly updates both from software perspective as well as operating systems of servers.
- Provision access to network resources such as file shares and printers via group membership and policies in Active Directory.
- Writing documentation of system configurations, procedures, and operational knowledge.
- Troubleshooting, diagnosing, and resolving system issues, via hardware, network, software, and connectivity errors.

Office of Computer & Information Services Kean University **Union, NJ**
Desktop Support Technician **November 2022-2024**

- Provide in-person assistance to the University community in support of level 1 and 2 technical issues: including hardware, software, audio/visual and network-related issues.
- Development, installation and configuration of desktops, laptops, printers, and mobile devices.
- Conduct routine maintenance and updates of computer systems and software, as well as student computer labs around campus.
- Maintain accurate records of requests, incidents, and actions taken in Freshservice ITSM.

SKILLS

Hard Skills: Proficiency in Microsoft Office, Google Suite, BeyondTrust, Parsec, Active Directory & Group Policy Resource Management, Manage Engine, Windows OS, Windows Server, Virtual Machines

Soft Skills: Communication and telephone skills. Independent worker, self-disciplined, Reliable; good listening skills, Critical thinking; problem-solving skills, Time management & Flexibility, Team player and collaboration, Detailed oriented organizational Skills. Proficiency In Tagalog.

PROJECTS

- **Managed Services** for home environments through centralized file server, password managers, DNS and VPN services.
- **IoT Device Management** deployed through the platform via NextCloud docking solution.
- **Discord Bot** developed to offer an automated solution to handle multiple requests from users in multiple discord servers.
- **Gaming Hosting Administration** and support of various game hosting servers including Minecraft, Rust, CS Source, CS:GO, and Garry's Mod.

EDUCATION

Kean University - Union, NJ, 07083

Expected Graduation May 2026

B.S. in Information Technology (Cybersecurity)