# JONATHAN MELENDEZ

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## SUMMARY

Highly accomplished with more than four years working as a service desk specialist, Networking and System Administrator, Software and Hardware Support Analyst, and Helpdesk Analyst.
Solid understanding of Active Directory Users and Computers, Group Policy Management, PowerShell Scripting for Windows Server Administrator, and DHCP and DNS Server Administration.
Excellence in Windows Server Update Services, Domain Controller, Windows Server 2012, 2016, and 2019 Core, Active Directory sites and services, and Windows Server Backup. Consistently excel in deadline-driven environments while working independently and as a team member.

## EDUCATION

**University of Houston – Victoria**　　　　Houston, TX　　　　Graduated May 2025
BAAS, Applied Arts and Sciences, Concentration in Network & Security

**Houston Community College**　　　　Houston, TX　　　　Graduated May 2023
Associate of Arts in AA Multidisciplinary Studies, Specialization: General

**Houston Community College**　　　　Houston, TX　　　　Graduated December 2020
Associate of Applied Science in Computer Systems Networking, Emphasis Cyber Security

**Related Course Work**:

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|---|---|
| Active Directory & Group Policy Lab | Intrusion Detection |
| Windows Server 2012 – 2019 System | Linux OS Administration |
| Administration Windows Client OS | Computer System Forensics |
| Firewalls and Networking | Ethical Hacking Topics in IT Security |
| Information Technology Security | Programming C++, C# and Java. |

## TECHNICAL SKILLS

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|---|---|
| Microsoft Windows/Exchange/Server | Service NOW ticketing system |
| TCP/IP and Networking | Sphere VMware ticketing system. |
| Windows 7, 8, 8.1,10 | LogMeIn, TeamViewer, Citrix Remote Support |
| Various MAC OS systems | Citrix and VMWare Technologies |
| Cisco WebEx, jabber | DNS and DHCP Server |
| Patching Windows Server 2012 | Sonic and WatchGuard firewall |
| VPN Cisco Any Connect | PowerShell, Command Prompt |
| Active Directory Azure | |

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## PROFESSIONAL EXPERIENCE

Quasar Data Center　　　　Houston, TX　　　　August 2021 - Present
**IT Systems Administrator**
- Clean up compromised computers, mailboxes and user accounts.

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- Monitor all user accounts for any suspicious activity on their account.
- Provide advanced technical support to end-users.
- Respond to and resolve complex technical issues escalated from Tier 1 support.
- Troubleshoot hardware, software, and network problems and provide solutions.
- Assist with system and application configuration and guide end-users.
- Perform system administration tasks.
- Work closely with the IT Manager to install, configure, and maintain hardware and software components.
- Monitor system performance and conduct routine maintenance tasks.
- Coordinate with the IT Manager and team to implement system upgrades and patches.
- Maintain and update the knowledge base.
- Document solutions and best practices for common technical issues.
- Update the knowledge base with new troubleshooting techniques and procedures.
- Contribute to the development of user guides and training materials.
- Collaborate with other IT teams.
- Escalate tickets to the IT Manager when necessary.
- Coordinate with IT Manager database administrators, and developers to resolve complex issues.
- Participate in cross-functional projects to improve IT infrastructure and services.
- Provide training and guidance.
- Assist in training new IT support personnel.
- Help with user training sessions on software applications and IT tools.
- Provide guidance and support to Tier 1 support staff.
- Ensure customer satisfaction.
- Communicate with end-users in a professional and courteous manner.
- Follow up on resolved tickets to ensure customer satisfaction.
- Continuously seek feedback to identify areas for improvement.
- Adhere to IT policies, procedures, and security guidelines.
- Follow established protocols for handling sensitive data and confidential information.
- Comply with IT governance and compliance regulations.
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- Monitor all Windows Servers for performance issues and stability concerns in an MSP environment.
- Administer user accounts and Group Policy in Active Directory.
- Install Applications in a Client-Server environment and administer said applications daily.
- Troubleshoot various third-party applications for clients and coordinate with software support teams.
- Troubleshoot Hardware and Software issues as they arise.
- Work on permissions in the Microsoft Windows Server Suite (2008R2, 2012R2, 2016, 2019).
- Worked on multiple computer virtualizations (Citrix and VMWare Technologies).
- Remote Support Software (LogMeIn, TeamViewer, Citrix Remote Support).
- Maintained AD, network file sharing, and CRM servers.
- Maintain VPN and Cisco firewalls.

Houston Community College                Houston, TX                August 2020 – August 2021
**Computer Hardware/Software Support Analyst**
- Install, modify, troubleshoot, and repair personal computer hardware and software.
- Perform routine maintenance to ensure good operating conditions.
- Communicate with users to detect possible problems.

- Assist in evaluating new equipment to be supported by the Technical Support area.
- Maintained inventory to ensure maintenance and repair of computers.
- Maintain up-to-date virus protection.
- Perform regular hard drive clean-up and maintenance.
- I maintained files for software documentation and researched and tested new software packages.

Titan Technologies                                  Houston, TX                    June 2019 – August 2020
**Bilingual Help Desk Support Analyst**
- Responded to service requests via ticketing system, phone calls, and emails from multiple customers regarding system problems by phone, email, or web-enabled access.
- Troubleshot the incident by detailing information from the customer.
- Documented issues and associated resolutions in the ticketing system.
- Resolved conflicts or IT service requests immediately or escalated to the appropriate technical support staff or service group.
- Maintained a record of calls, incidents, and service requests for weekly and monthly reporting.
- Provide troubleshooting and resolution for software, hardware, and communications issues related to various workstation applications, including third-party applications for clients.