JONATHAN ECHEVARRIA DAVILA

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IT Professional

Testing & Troubleshooting | Project Management | System Administration

Repeated success directing IT projects from inception to execution, strategically allocating resources and delegating tasks to achieve on-time, on-budget delivery. Expertly manage technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence. Proficient in hardware and software maintenance. Adept at working in fast paced environments, employing strong organizational skills with attention to detail. Critical thinker, problem solving and excellent communication skills. Experience working with Cisco Routers, Wide Area Networks, HTML and JavaScript. Software knowledge in Active Directory, Remedy, VMware and Microsoft Office: Word, Excel, PowerPoint and Outlook. Fully bilingual English and Spanish.

HIGHLIGHTS

- IT Infrastructure & Performance
- System Upgrades & Optimization
- Virus Detection, Removal & Tuning
- Server & Data Center Management
- Strategic Technology Planning
- Systems / Server Maintenance & Administration
- Quality Assurance Standards
- Installation / Configuration / Testing

PROFESSIONAL EXPERIENCE

REPAY, Georgia
IT Support   Mar. 2018 – present

- Maintain, analyze, troubleshoot, and repair computer systems, hardware, software, and technology peripherals.
- Support and maintain user account information including rights, security and systems groups.
- Responsible for training new employees.
- Identify, analyze, and repair product failures, orders and replace parts as needed.
- Assist in the administration of asset management including taking inventory and replacement process.
- Facilitate on boarding and deprovisioning of users.
- Participate and respond to support requests during on call rotation.
- Work with the programs of JAMF, Active Directory, Microsoft Intune, and Team Viewer.
- Manage system programs (Office 365, Airwatch, Meraki, Brivo Security System, Lastpass, Slack and Ring Central).

DEPARTMENT OF DEFENSE, US ARMY, Georgia
Help Desk Technician   Apr. 2014 – Mar. 2017

- Served as the first point of contact for customers seeking technical assistance.
- Responsible for assisting over 200 end users, resolving their software and hardware issues.
- Responded to telephone calls from customer support lines, generating troubled tickets, and collaborating with campus-based and central IT staff to coordinate second and third level technical support.
- Administered Active Directory for over 200 user accounts and workstations following the company procedures and standards.
- Guided users to create accounts and generate tickets for accounts creation.
- Escalated issues to the proper help desk associate when necessary and follow up in a timely manner.
- Prepared weekly reports to supervisors about numbers of issues and tickets completed and pending.
- Ensured all the user accounts have the right documents correctly filled and trainings up to date.
- Designed and implemented a ticketing system to improve the effectiveness and efficiency in the account creation process.

DEPARTMENT OF DEFENSE, PUERTO RICO ARMY NATIONAL GUARD, Puerto Rico
Information Technology Specialist   May. 2008 – Apr. 2014

- Conducted and monitored daily system maintenance for database.
- Diagnosed, troubleshoot and resolved software, hardware and connectivity issues.
- Performed software updates and operating system upgrade.

OVERSEAS WORK EXPERIENCE

US Army, Germany   Oct. 2015 – May. 2016

- Responsible for coordinating communications connectivity in all Federal buildings.
- In charge of re-image and maintenance computers software.
- Responsible for keeping track of the accounts documents to ensure they met the required standards and procedures.

US Army, Poland   Nov. 2015 – Feb. 2016

- Set up secure WIFI, LAN and VoIP networks at remote locations, leading clients server configuration and performance-tuning of crucial infrastructure to ensure seamless business operations.

US Army, Korea   Apr. 2014 – Apr. 2015

- Command Post Node Team Leader responsible for supporting the brigades.
- Responsible for providing network connection in remote locations.

EDUCATION

University of Management & Technology, Virginia
Bachelor Degree in Computer Science

Universidad del Este, Gurabo, Puerto Rico
Associate Degree in Culinary Arts

Georgia Tech, Atlanta Georgia
Full Stack Developer Coding Bootcamp

CERTIFICATIONS & COURSES

- CompTIA Security +
- ETA Fiber Optics Installer
- CompTIA Network +
- IT Networking and Cisco Routing
- Information Assurance Fundamentals