

Jeremy C. Fontenot

IT Professional

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About Me

Experienced IT professional specializing in Service Desk Support, IT systems, and network troubleshooting. I am passionate about delivering comprehensive technical support and system administration, with a proven track record in troubleshooting, system implementation, and user training. My ability to thrive in fast-paced environments enables me to provide high-quality, timely solutions that enhance operational efficiency.

Professional Experience

Service Desk Technician

Logicalis | April 2024 – Present

- Provide comprehensive technical support to end-users, ensuring timely resolution of service tickets related to desktop and software issues.
- Administer Microsoft 365 and Azure environments, including configuration and troubleshooting for optimal performance.
- Oversee Active Directory and Group Policy administration, enhancing user access security and management.

Service Desk Representative / Subject Matter Expert

Insight | Oct. 2022 – March 2024

- Delivered expert support for desktop hardware, software, and telecommunications equipment across multiple communication channels.
- Successfully resolved a wide range of IT issues, maintaining high levels of customer satisfaction through effective problem-solving techniques.

IT Technician

Compleetful Technologies LLC | Feb. 2022 - June 2022

- Played a key role in maintaining and configuring computer systems and servers, focusing on system reliability and user access security.
- Enhanced Active Directory Services and Group Policy infrastructure to support operational needs.

Technical Support (Contract)

Hughes Network Services | Sept. 2021 - Feb. 2022

- Provided support for IP networks, ensuring secure and reliable network availability through effective troubleshooting techniques.
- Employed diverse technologies for effective issue resolution and client support.

Help Desk Technician, Work Study

Remington College | Dec. 2019 - April 2021

- Offered critical technical support to ensure seamless operation of computer systems and software for students and faculty.
 - Assisted with the configuration and troubleshooting of various hardware and software applications.
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Education

Associate of Science in Computer Science - Database Administration

Remington College | August 2019 - May 2021

GPA: 3.84

Information Security and Administration Program

MyComputerCareer | June 2021 - January 2022

GPA: 4.00

Skills

- **Technical Support:** Proficient in advanced troubleshooting of hardware, software, and telecommunications equipment.
 - **Systems Administration:** Experienced with Microsoft OS, security protocols, and desktop applications, including Microsoft 365 and Azure.
 - **Network Management:** Skilled in network troubleshooting, configuration, and monitoring to ensure secure and reliable network performance.
 - **Documentation & Training:** Ability to create comprehensive documentation and provide user training to enhance system understanding and usage.
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Certifications

- CompTIA ITF+
- CompTIA A+

- CompTIA Server+
 - Microsoft Certified: Azure Fundamentals
 - Microsoft Technology Associate: Windows Server Administration
 - Microsoft Technology Associate: Networking Fundamentals
 - Microsoft Technology Associate: Security Fundamentals
 - Linux Professional Institute: Linux Essentials
 - Google IT Support
 - FreeCodeCamp Responsive Web Design Developer Certification
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Additional Technical Experience

Home Lab Setup:

- Developed a secure home lab environment utilizing Proxmox virtualization for efficient system management and deployment of services.
 - Configured network infrastructure with a focus on segmentation for improved security and device management.
 - Implemented VPN solutions for secure remote access, enhancing privacy and network security.
 - Established dynamic DNS for seamless external access to hosted services, ensuring consistent connectivity and management.
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Contact

For professional inquiries, please contact me at:

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