Jerry Velasco

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https://jerryvelasco.github.io/resume.html

PROFESSIONAL PROFILE

- Strategic, analytic, and result-driven multilingual with ability to manage multiple projects simultaneously.
- Skilled with Adobe Creative Suite, Microsoft Office 365, VMWare, VPNs, Firewalls, active directory, networking, Web Design (HTML, CSS), swiftui, and python.
- Ability to work with MacOS, and Windows 10/11 operating systems, as well as virtual machines
- Proven track record in reducing security incidents caused by human error and improving overall security posture.
- Excellent communication and interpersonal skills, and efficient problem solving ability.
- Fluent in Spanish

PROFESSIONAL EXPERIENCE

IBM, International Business Machines, Armonk, NY

Technical Advisor, THINKDESK, September 2021 – Present

- Perform varying degrees of problem determination and resolution of device hardware and software; serve as a trusted expert to internal IBM clients; work with broader scope of IBM IT to ensure proper teams can take action.
- Assist users with broad array of technical issues including Mac and PC new device setups, re-images, emergency replacements, software setup/configurations, data analysis and migrations, hardware troubleshooting, network/VPN issues, WiFi issues, Java JRE/JDK issues, 2FA password resets, data backup, cyber security compliance issues, mobile device setup/configuration, effective and efficient computer training.
- Daily client support and troubleshooting via Microsoft Azure Active Directory / Intune, Microsoft Endpoint Manager, Jamf, Maas360 MDM, ServiceNow, and Webex.

Columbia University Department of Psychiatry/ New York State Psychiatric Institute, New York, NY

Technical Support Level II, May 2019 – August 2021

- Provide end user desktop/phone support to multiple sites of over 500+ users including high level executives, research and development users, and students.
- Supported a desktop/laptop refresh project for multiple sites and roll out of windows 10.
- Image and deploy new desktops and laptops for users following protocol.
- Maintain and support all IT infrastructure including laptops, desktops, printers, and ensure systems adhered to cyber security policies/procedures.
- Hands on experience with Active Directory, VMWare, Citrix, Cisco AnyConnect, RSA, Windows 10/Mac OS, Office 365, Bitlocker, lab instruments and research and development software.

Geek Squad, Hartsdale, NY
Advanced Repair Agent, March 2018 – May 2019
- Service and repair user devices resolving complex issues while tailoring solutions to fulfill customer needs, and provided tips/training sessions on cyber security best practices.
- Facilitate set-ups for new computers, tablets and other electronic devices on multiple platforms including Windows and Mac OSX.
- Assist customers with product questions by communicating difficult technical concepts in a simplistic manner and providing hands-on demonstration of their new devices.
- Work with other team members to ensure client's requests are being met to the highest standard.

Albany Made Creative Lab, Albany, NY
Volunteer, January 2017 – May 2017
- Diagnosed, troubleshoot, and resolved any range of issues with the maker space equipment, primarily iMacs, dell laptops, drawing tablets, and 3D printers.
- Advised members on possible alternatives that could fix or enhance their 3D print designs.
- Provided one-on-one assistance for members looking to learn how to use 3D printer.

EDUCATION
University at Albany, State University of New York
Bachelor of Science August 2017
Major: Computer Science
Minor: Business Administration

CERTIFICATIONS
- Apple Certified Mac Technician (ACMT)
- Apple Certified iOS Technician (ACiT)