

Jerry Velasco

velcojerry@gmail.com ❖ (914) 588-1343 ❖ New York, NY ❖ [GitHub](#)

WORK EXPERIENCE

IBM, International Business Machines

Sept. 2021 – Present

Technical Advisor, THINKDESK

Armonk, NY

- 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 act.
- 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.
- Provide end user support to multiple sites/countries of over 1,000+ users including executives, developers, and interns.
- 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

May 2019 – August 2021

Technical Support Level II

New York, NY

- Provide end user desktop/phone support to multiple sites of over 500+ users including high level executives, research and development users, and students.
- Maintain and support all IT infrastructure including laptops, desktops, printers, and ensure systems adhered to cyber security policies/procedures.
 - Supported a desktop/laptop refresh project for multiple sites and roll out of windows 10.
- 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.
- Image and deploy new desktops and laptops for users following protocol.

Geek Squad

March 2018 – May 2019

Advanced Repair Agent.

Hartsdale, NY

- 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.
- 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

January 2017 – May 2017

Volunteer

Albany, NY

- Diagnosed, troubleshoot, and resolved any range of issues with the maker space equipment, primarily iMacs, dell laptops, drawing tablets, and 3D printers.

EDUCATION

University at Albany, State University of New York

August 2017

B.S., Informatics

Albany, NY

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** Apple Certified Mac Technician (ACMT), Apple Certified iOS Technician (ACiT)
- **Skills:** Skilled with Adobe Creative Suite, Microsoft Office 365, VMWare, VPNs, Firewalls, active directory, networking, Web Design (HTML, CSS), swiftui, and python.
- **Interests:** comedy; weightlifting; composting; yoga; traveling; fishing; Reddit; Seinfeld