

Jonathon H. Langerman

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EDUCATION

Arizona State University, Barrett Honors College
Bachelor of Science, Mechanical Engineering, *Cum Laude* (GPA: 3.54)

May 2017

Technion – Israel Institute of Technology: Haifa, Israel, Study Abroad
University of Haifa: Haifa, Israel, Study Abroad

January 2016 – June 2016
January 2016 – June 2016

WORK EXPERIENCE

System Support Analyst (IT) - Arizona State University, Tempe, Arizona Oct 2019 - Present

- Selected to manage and document IT support for 50+ employees on an extended Tucson campus
- Ran several training workshops for tools used like SCCM, JAMF and email support
- Managed day to day workload for 3 employees including tickets taken and time off
- Number one ranked performer in department by 25% in number of requests completed
- Utilized Service Now to document and solve support services.
- Utilized Service Now reports to analyze ticket trends and implement service adjustments accordingly
- Quoted equipment for department technology purchases that met customer needs
- Configured both local and multi-platform personal computer systems in accordance with industry standards
- Actively participated in deployment and relocation of computers and associated peripheral equipment Tests upgrades and/or patches to software prior to rollout; prepared reports of findings

System Support Specialist (IT) – Arizona State University September 2017- September 2019

- Provided break/fix support for software and hardware for university staff and faculty
- Provided application assistance to end user as requested; replicates errors, re-sets computers and printers
- Created, updated and maintained technical documentation for use inside and outside the department
- Advanced troubleshooting experiences: Resolved an issue with faulty speaker by updating drivers and removing hardware 1 by 1 until the issue was found with the compatibility between the docking station and speaker.

IT Customer Service Specialist (IT) – Arizona State University May 2017-September 2017

- Supported faculty and student facing technologies including Blackboard, Outlook/Exchange and Drop box
- Resolved client issues, general concerns, and inquires through phone, email, and chat.
- Understood and responded appropriately to user requests and has the ability to foster and instill trust through consistent follow--through and ownership of issues.
- Completes leverages support documentation such as knowledge bases to resolve client issues.

Deskside Support 3 (IT) – Arizona State University, Tempe, Arizona September 2016-May 2017

- Assist full time staff in setting up and formatting operating systems
- Set up computers and AV equipment
- Critical thinking and quick decisions to assist clients with technical issues to return them to operational status

CERTIFICATIONS

CompTia Security +(SY0-501)

CompTia A+(220-901)

SPECIFIC SKILLS

Intermediate experience with Service Now, SCCM, JAMF, Active Directory
Advanced Computer Skills including MS Office Suite and Windows Operations Systems
Excellent written, oral communication and problem-solving skills
Familiar with PowerShell and C++

LEADERSHIP AND SERVICE

Eagle Scout, Boy Scouts of America March 2006-2011

- Designed, engineered, and lead a team that built a life jacket storage rack and two water accessible wheelchairs out of PVC pipe as a final service project¹

¹ You tube video of Camp Able Service Project: <http://www.youtube.com/watch?v=W0EVeI665eg>