Jonas Bird

GitHub: github.com/jonas-bird • **Email:** jonas.bird.m@gmail.com • **Phone:** (412) 403-2379
LinkedIn: linkedin.com/in/jonasbird719 • **Location:** Brooklyn, NY

Skills

IT Automation
System Administration
Linux
Networking
Tech Support
Troubleshooting
Soldering
Electronics Repair
Git / GitHub
Version Control

Languages

Python
Javascript
HTML
CSS
Shell Scripting

EDUCATION

Cisco Certified Network Associate (CCNA) • Nov. 2022 – Nov. 2025
New York, NY • Cisco Systems, Inc.

Udacity Intro to Programming Nano-Degree • Awarded Apr. 2022
New York, NY • Awarded an Accenture full tuition scholarship

Google IT Automation with Python Certificate • Awarded Dec. 2021
New York, NY

Google IT Support Professional Certificate • Awarded Sept. 2020
New York, NY • Completed 8-month course online in 2 months

EXPERIENCE

Tech Support Consultant • Various Clients
Brooklyn, NY • Sept. 2016 – Present

- Repair and configure client desktops, laptops, and mobile devices, including Windows, Mac OS X, iOS, and Android operating systems. Perform repairs on consumer electronics, including TVs, video game systems, stereos, and sound equipment.

Systems Analyst & E-Commerce Manager • KLAWTEX
Brooklyn, NY • Aug. 2012 – Nov. 2015

- Managed all information systems and security. Provided 360-degree technical support and managed upgrades and improvements to the KLAWTEX website / e-commerce system, increasing uptime by over 400%, sales by 40%, and page views by more than 300% per year. Hired and managed website / e-commerce team.

Tech Support Consultant • University of Pittsburgh & Pancoast
Pittsburgh, PA • Sept. 2009 – July 2012

- Software Tester & Database Administrator — U. of Pittsburgh Medical Center
- Electronics & Quality Control Technician — ElectroGrip
- Technical Support Specialist — Office of the Mayor of Edgewood, PA
- Technical Coordinator of Client Services — Chemistry Interactive
- Technical Support & Hardware Rollout Associate — Art Institute of Pittsburgh

Lead Electronics Technician • Bill Dixon TV
Pittsburgh, PA • Mar. 2006 – Aug. 2009

- Performed component-level electronics repairs in-house and on location. Led warranty repairs and customer support for Sony, Panasonic, and RCA.

Tech Support Specialist & Education Manager • Y.M.C.A.
Pittsburgh, PA • Dec. 2004 – Feb. 2006

- Assistant manager of Y-Tech community technology program. Taught courses on ICDL certification exam prep, tech fundamentals, and basic computer skills. Managed Windows and Linux system installation and disk imaging.