

Jonathan Ysquierdo

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me

EXPERIENCE

Freelance, Houston, Tx — Custom Pc Builder

September 2020 - PRESENT

- Built, troubleshoot, and optimized 20+ desktops and servers for varied use cases, emphasizing reliability and client satisfaction
- Performed hardware diagnostics, component installation, and BIOS/UEFI configuration to maintain system stability
- Provided ongoing technical support including remote assistance, contributing to high repeat business

LNC inc, Houston, TX — IT Support Specialist

March 2018 – January 2024

- Delivered end-user support and resolved hardware, software, and network issues in a multi-user environment consistently ensuring high system availability
- Configured and maintained VPNs, network connectivity, and upgraded company devices while adhering to IT policies and best practices
- Managed local IT projects including Windows OS upgrades and infrastructure enhancements, improving operational efficiency
- Authored technical documentation and conducted training sessions to increase user self-sufficiency and reduce support demand

Independent Contractor, Houston, Tx - Technical Support Contractor –

April 2024 – April 2025

- Provided remote support for tax software installation, configuration, and troubleshooting in time-sensitive periods, handling multiple customer requests efficiently
- Documented common technical issues and optimized support workflows to accelerate resolution times
- Communicated complex technical information clearly to non-technical users, ensuring satisfactory service delivery

Technical Skills:

Networking: DNS, DHCP, TCP/IP, SSL, OSI Model fundamentals, Cisco networking concepts

Operating Systems: Linux (administration and troubleshooting), Windows Server and Client OS (installation, configuration, support)

Hardware: PC/server repair, deployment, diagnostics, BIOS/UEFI configuration, component replacement

Tools: Ticketing systems, remote desktop support, Microsoft Office Suite

Project

Management: Managing and executing IT projects under deadlines, documentation and process improvements

Soft Skills:

Technical Communication: Able to explain complex IT concepts clearly to both technical and non-technical users.

Problem solving: Strong independent troubleshooting skills; resourceful in identifying and resolving issues efficiently.

Continuous Learning: Quick to learn new technologies and committed to ongoing

EDUCATION

Houston Community College, Houston, Texas — *associate in applied science (A.A.S) In Computer systems networking – cybersecurity specialization*

NSA Center of Academic Excellence in Cyber Defense (CAE-CD) Designated Program

Expected Graduation: December 2025

Projects

Home NAS & Plex Media Server

2024

- Designed and built a Linux-based network-attached storage (NAS) system for centralized file storage and media streaming across multiple devices
- Configured Plex Media Server for multi-user access, automated library management, and scheduled backups
- Implemented RAID configuration for data redundancy and configured secure remote access following security best practices

Windows Server 2019 Deployment & Domain Setup Project

- Installed and configured Windows Server 2019 multiple times, including post-installation setup and configuration of DNS Server, Hyper-V virtualization, and Active Directory Domain Services (AD DS)
- Designed and implemented a functional Active Directory domain environment with multiple virtual machines, configuring the main server as a domain controller for centralized authentication and resource management
- Performed hardware maintenance and component replacement on server-class machines,

professional development.

Adaptability: Flexible and open to change; comfortable working in dynamic environments and taking on new challenges.

Collaboration: Effective team player with a track record of knowledge sharing and supporting colleagues.

Certifications (In Progress):

(ISC)² Certified in Cybersecurity (CC) – Currently studying for certification

CompTIA Network+ – Currently studying for certification