

Jonathan Silva

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SUMMARY

- Technically skilled, Detail-oriented and customer-focused professional with strong problem-solving skills and experience providing reliable support to individuals and small businesses. Skilled at learning new systems quickly, explaining information in clear terms, and delivering quality results. Recognized for adaptability, teamwork, and commitment to excellent service.

EDUCATION

Union College of Union County. NJ – Cranford, NJ

May 2025

AS Computer Science

GPA 3.8

- **Relevant Coursework:** Data Structures & Algorithms, Systems Analysis & Design, Database Management, Object-Oriented Programming, Web Development, Cybersecurity Fundamentals, Networking Concepts

SKILLS

- **Technical Proficiency:** Strong computer skills with experience across Windows, Linux, and iOS environments.
- **Software & Tools:** Microsoft Office Suite (Word, Excel, PowerPoint), Google Workspace, Git/GitHub, Visual Studio Code.
- **Problem-Solving:** Skilled in troubleshooting hardware and software issues, system configuration, and networking fundamentals.
- **Communication & Support:** Experienced in assisting users, explaining technical concepts clearly, and providing reliable customer support.
- **Adaptability:** Quick learner with the ability to pick up new technologies and tools efficiently.

WORK EXPERIENCE

Freelance Technical Support – Remote / On-Site

2018 – Present

- Began supporting classmates and family during high school; expanded into ongoing freelance work assisting peers and small businesses.
- Installed, configured, and upgraded operating systems, productivity tools, and security updates.
- Researched and implemented solutions for performance, networking, and security problems.
- Delivered clear, non-technical explanations to users, improving understanding and long-term system usability.

Custom PC Builder / Freelance Technician — Remote / On-Site

2018 – Present

- Designed, assembled, and configured custom PCs for clients, optimizing hardware for performance and reliability.
- Installed operating systems, drivers, and essential software, ensuring full system functionality.
- Provided post-build support, including troubleshooting, upgrades, and performance tuning.
- Advised clients on hardware selection, compatibility, and maintenance best practices.

Dollar General, Elizabeth, New Jersey

Shift Leader

May 2024 – Present

- Operated point-of-sale (POS) systems to handle transactions and manage daily cash balancing
- Assisted customers with product inquiries, returns, and resolving issues in a fast-paced retail environment
- Supported inventory management by scanning, stocking, and organizing merchandise
- Trained 5+ new employees in store operations and technology systems.
- Entrusted with opening/closing responsibilities due to attention to detail and reliability.