

Jonathan Silva

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SUMMARY

- Detail-oriented and customer-focused professional with hands-on IT experience providing technical support, troubleshooting, and custom system builds since 2018. Skilled in resolving hardware, software, and networking issues while communicating solutions clearly to non-technical users. Recognized for adaptability, teamwork, and strong problem-solving skills, with proven success in both technical and customer-facing roles.

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

- Provide technical support and custom PC builds for peers, families, and small businesses.
- Troubleshoot and resolve hardware, software, and networking issues to ensure system reliability and security.
- Installed, configured, and upgraded operating systems, productivity tools, and security updates.
- Deliver clear, user-friendly explanations to clients, improving system usability and long-term satisfaction.
- **Custom PC Builds:** Designed and assembled custom systems optimized for performance and reliability, including installation of OS, drivers, and ongoing support.

Dollar General, Elizabeth, New Jersey

Shift Leader

May 2024 – Present

- Operated and troubleshot POS and store technology systems, ensuring smooth daily operations.
- Assisted customers with product inquiries, returns, and resolving issues in a fast-paced retail environment.
- Maintained accurate inventory records and system data integrity through detailed scanning and reporting.
- Trained 5+ new employees in store operations and technology systems.
- Entrusted with opening/closing responsibilities due to attention to detail and reliability.