

JONNATHAN GIRALDO

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Summary

As a Web Developer, I am passionate about creating innovative and visually appealing websites that provide exceptional user experiences. With a strong foundation in web development principles and a commitment to continuous learning, I strive to stay up-to-date with the latest industry trends and technologies.

With an eye for design and attention to detail, I believe in creating aesthetically pleasing websites while maintaining usability and accessibility standards. I have hands-on experience in leveraging CSS preprocessors like Sass to streamline styling workflows and create efficient, maintainable code.

Skills

- Team-oriented
- Fast-learner
- Microsoft Powershell and Bash
- Basic knowledge of React
- Python computer language basic knowledge
- APIs
- Computer Hardware
- Troubleshooting
- Computer language HTML, CSS and JS
- Multitasking
- Documentation
- SCSS pre-processor
- Windows, Linux, and Mac OS
- Code reusability
- Time management

Education

Colegiatura **Colombiana**
Medellín, Colombia

B.A. Hospitality and Culinary
Arts

April 2017

Colegio Manzanares

Medellín, Colombia

High School Diploma

December 2011

LANGUAGES

English: Fluent.

Spanish: Fluent.

French: Intermediate.

CERTIFICATIONS

Google IT Support Professional
(Certified)

CompTIA A+ (Certified)

Scientific Computing With
Python - FreeCodeCamp
(Certified)

Front End Development - Meta
professional Certificate (in
progress)

Experience

Equiniti

IT Support Specialist

08/2022 – current

- Imaging, Deployment and asset management of different OS systems.
- Jira, Footprints and email troubleshooting for internal users.
- Apple Business Management and JAMF deployment and orchestration.
- Worked with Active Directory and SCCM to orchestrate windows deployments and updates.
- Worked with Office365, to communicate with user and troubleshoot existing issues.
- Disaster recovery for call centers.
- Usage of the command line, powershell and BASH for more technical problem solving.

Astreya

Helpdesk / Inventory Technician

08/2021 – 08/2022

- Worked in imaging, deployment, and collection of assets in a timely manner.
- Worked with Googles ticketing system Committing to Service Level Agreement time frames.
- Assisted in inventory data collection and verification.
- Communicated with team leads and corporate users through instant messaging and ticket comments.
- Coordinated tickets between teams and assigned to team leads.
- Coordinated with the logistics team for international and national asset shipment.
- Trained team members for their respective roles in each team where possible.

Related Customer Service Experience

Customer Service

2012 - 2021

- Worked in front and back of the house, gaining significant experience in customer service and customer satisfaction.
- Ability to learn and execute different jobs in fast-paced environments.
- Communication skills between different teams and needs.
- Constantly updated managers and leads on business needs.
- Trained new team members for different roles wherever possible.
- Improved process times and efficiency by actively optimizing workflows.
- Increased sales in different workplaces by providing top-quality services and assistance.