

Jonathon Lee

IT Technician

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IT Technician with over 15 years of customer service expertise, specializing in Mac, Linux, and Windows systems. Proficient in troubleshooting and resolving issues across infrastructure, software, hardware, IoT devices, and system management tools such as Jamf and Active Directory. Holds certifications in CompTIA Network+, Google IT System Administration, and Full Stack JavaScript certificate from CodeFellows Academy. Committed to delivering efficient and reliable IT solutions that drive business success. Currently preparing for the CompTIA Security+ exam, with plans to test at the end of February.

Current Role

System Administrator II | Zynga Games/2K Games | Austin, TX | 2023- current

- Provide technical support for CEO and VP Executives, ensuring minimal downtime and prompt issue resolution.
- Frontline IT support for Take 2 Interactive Orgs: Zynga, 2K, Rockstar.
- Administer Active Directory, Intune, Jamf, and Google Cloud for user and device management, security, lifecycle tracking, and compliance.
- Deploy updates, applications, update certificates SCCM
- Resolve VPN GlobalProtect and Okta MFA authentication issues.
- Support MacOS and ios device management through Apple Business Manager
- Lead employee onboarding processes: provision devices, grant access to internal resources, and conduct security training.
- Account for 45% of the team's ticket resolution, consistently resolving 4+ tickets per hour with a 5-star CSAT score in a high-volume environment.
- Deliver onsite desk support for hardware and software issues, including AV setup and troubleshooting in conference rooms.
- Install and configure hardware such as monitors, desktops, and docking stations.
- Proficient in MacOS, Windows, Microsoft 365, and Google Workspace.
- ServiceNow ticketing, Jira, Change Management
- Expertise in Okta: provisioning multi-factor authentication and resolving related issues.
- Assist users with Slack, including creating groups, inviting guests, creating workspaces, and administering admins.
- Prevented a cybersecurity social engineering attack where a threat actor impersonated a newly onboarded employee to gain access to Slack via the public-facing customer support system which triaged the ticket to internal org support.
- Created power shell script to find former employees and group membership, as well as group ownership

Corporate Operations Engineer Apprentice | Google LLC | Austin, TX | Aug 2021 – Aug 2022

- Frontline IT support to Google employees across Chrome OS, Mac, Linux, Windows, iOS, and Android, resolving networking, hardware, mobile, and software issues through tickets, chat, video calls, and remote access.
- Configured Linux, MacOS, Android devices, and Chromebooks for optimal performance, troubleshooting and resolving Linux software update script issues to enhance system reliability.
- Configured SSH, adjusted port/subnet settings, and resolved issues with Google Workspace tools such as Gmail, Google Groups.
- Managed the onboarding process for new employees, including provisioning accounts, resetting passwords, ordering devices, and configuring user environments.
- Contributed to Google's Documentation as part of Google IT Doc Team by creating and refining troubleshooting guides, improving issue resolution efficiency across teams.
- Collaborated with leadership to enhance the IT Apprenticeship program, improving onboarding and learning resources for future apprentices.
- Designed and implemented team-building programs to improve mental health and strengthen collaboration across departments.
- Resolved 10–20 tickets per day, maintaining a CSAT score of 4.96/5
- Earned the Department of Labor IT Apprenticeship Certification and CompTIA Network+ Certification.

- Consistently exceeded team performance by resolving 400 more tickets than the rest of the team, ending the year with the highest ticket resolution count.

Projects

Bookmeo Bookmark Organizer | Chrome Extension | 2024

- Alphabetizes bookmarks folders and files within Chrome Browser
- HTML, CSS, Javascript, JSON

Jailbreak Galaxy Tab E | Security Project | 2023

- In this project I learned about Android OS, and Cyber Security, on a personal bricked Samsung Galaxy device
- Used SamFirm tool to bypass FRP security, to allow web access on the back end
- With web access we can load appropriate firmware to allow us to add a new email account
- Once the email account is set, we reboot the device
- Rebooting device will allow us to access Android OS user accounts, to remove the account we've just added
- Bypass Google Factory Reset Protection(FRP), and factory reset the device

- Built with Python
- Learned how to navigate Google code base, collaborate, and meet project deadlines

Computer build | Google LLC | [Link](#) | 2022

- This project was used to gain knowledge of Windows OS to help troubleshoot user related issues
- Learned ins and outs of computer hardware installation, software driver installation, updating and flashing BIOS, Partitioning Hard Drives, installing and re-imaging Windows OS
- Increased understanding of Windows powershell, device manager, services manager, sleep cycle configuration, task manager, and Bluetooth troubleshooting

Notification Bot | Feb 2022 | Google LLC

- Contributed to a work group project that helps prevent tickets from getting lost in emails by sending notifications directly to team chat when a service ticket is created

Technical Skills

Programming: Javascript, Reactjs, HTML, CSS

Tools: Bash, Powershell, Vim, WireShark, Github, Virtual Box, MXToolBox, Google Workspace, Microsoft Suite

OS: Mac, Windows, Chrome Os, Linux, Android, iOS

Education

- CompTIA Network+ ce Certification | March, 2022
- US Department of Labor IT Support Specialist Google LLC | August, 2022
- Google IT Support Professional Certificate | November, 2021
- Code Fellows Coding Academy Certificate | 2020 -2021
 - Full Stack Software Development in JavaScript
 - React Js
 - Postgres
- Austin Community College - 2012-2014 - Not Completed
 - Psychology Major
 - Communication Minor
- Premier High School | Austin, Tx | Diploma

Hobbies

- Compose music
- Build pcs
- Learning about all things IT/Scripting/Tool building