Jonathan Gottzmann

📞 250-792-2997 | ✉ jongottzmannjob@gmail.com | 🌐 Burnaby, BC

🔗 LinkedIn: linkedin.com/in/jonathan-gottzmann-842993233

🔗 GitHub: github.com/jontechworks

Objective

Motivated and detail-oriented individual seeking an Entry-Level Technical Support / Help Desk position. Offering strong troubleshooting skills, excellent customer service experience, and a passion for resolving technical issues efficiently.

Skills

- Operating Systems: Windows 10/11, Kali Linux (command line)
- IT Troubleshooting: Network issues, software errors, user accounts, system performance
- Tools & Commands: ping, ip, nmcli, passwd, df, top, htop, apt, traceroute, whoami, tail, journalctl, ipconfig, tasklist
- Help Desk Tools: Remote Desktop, SSH, TeamViewer (basic), ticketing systems
- Programming/Markup: HTML/CSS (project-based)
- Soft Skills: Clear technical communication, fast learner, team collaboration, problem-solving under pressure
- Cybersecurity Awareness: Familiar with basic security principles (based on coursework and lab practice)

Home Lab & Technical Projects

- Linux Command-Line Practice (Kali Linux): Regularly practice and document Linux system and network troubleshooting commands in real-world help desk scenarios.
- Custom HTML Documentation Site: Built a personal help desk HTML project documenting terminal commands with descriptions, screenshots, and real-world fixes.
- Windows Command-Line Skills: Practiced using ipconfig, netstat, tasklist, and sfc for user-reported issue resolution.
- Two-System Lab Setup: Created a dual-laptop environment to simulate IT support cases, including remote troubleshooting and user onboarding.
- Help Desk Scenarios: Practiced diagnosing internet connectivity loss, account lockouts, software installation failures, and system performance issues.

Experience

Telus Communications — Retail Sales Associate
May 2024 – Present | Burnaby, BC

- Assisted customers with mobile device activations, service troubleshooting, and account setup.
- Provided first-level technical support for phones, remotes, and customer applications.
- Explained technical steps clearly to users with varying technical experience.
- Handled high-volume customer interactions professionally and efficiently.
- Worked with service management systems to log issues and assist in resolution tracking.

Securitia — IT Support Intern
April 2023 – September 2023 | Remote — Buenos Aires, Argentina

- Assisted senior technicians in supporting internal users with software, network, and system troubleshooting.
- Performed software updates and system diagnostics for employees.
- Helped onboard new users by setting up accounts and installing required applications.
- Documented technical issues and created internal guides for common problems.
- Worked with ticketing systems to track, assign, and escalate support cases.

MTS Allstream — Customer Service & Sales Representative
2008 – 2016 | Remote / Winnipeg, MB

- Handled customer service, billing inquiries, and telecom service changes for residential and business clients.
- Processed account activations, disconnections, and internet service changes using over 30 applications simultaneously.
- Promoted telecom products and resolved objections to retain customers.
- Collaborated with technical teams to resolve escalated connectivity and provisioning issues.
- Thrived in a high-volume call center, demonstrating multitasking and detail-oriented service.

Education

Langara College — Computer Studies Diploma (In Progress)