**JONATHEN WEIDMAN**

(980) 780-1144 • Mount Pleasant, NC 28124 • [j.weidman7562@gmail.com](mailto:j.weidman7562@gmail.com) • [www.linkedin.com/in/jonathen-weidman](http://www.linkedin.com/in/jonathen-weidman) • <https://jweidman6.wixsite.com/myresume>

**IT Support Specialist**

Troubleshooting **•** Analysis **•** Customer Service

* Motivated and detail-oriented college student pursuing a degree in Information Technology, eager to launch a career in the Help Desk support field.
* Equipped with a strong foundational knowledge of IT principles, excellent problem-solving skills, and a passion for technology.
* Adept at learning new systems and technologies quickly and efficiently.
* Demonstrates strong communication skills, both verbal and written, and a commitment to providing exceptional customer service.

**CORE COMPETENCIES**

Computer Hardware and Software • Operating Systems: Windows, macOS, Linux • Microsoft Office • Google Workspace • Customer Service • Written and Verbal Communication • Active Listening • Patience and Empathy • Problem-Solving • Troubleshooting • Documentation • Attention to Detail • Analytical Thinking • Multitasking • Time Management • Deadline Driven • Teamwork and Collaboration

**EDUCATION**

DeVry University

**Associate of Applied Science, Information Technology & Networking** July 2025

**Undergraduate Certificate, Information Technology Essentials** March 2025

* Completed Relevant Courses: Introduction to Technology and Information Systems, Introduction to Operating Systems

**ACADEMIC PROJECTS**

**CEIS106 Project** • Course: Introduction to Operating Systems April 2024–June 2024

* Ran virtual machine as a network computer to patch into a Linux machine to troubleshoot and run commands.

**PROFESSIONAL EXPERIENCE**

Pizza Hut – High Point, NC

**Assistant Manager** February 2022–Present

* Supervise a team of 11+ employees, improving team efficiency by 20% through effective delegation and training.
* Utilize Point of Sale (POS) systems to process over 120+ transactions per day, ensuring accuracy and enhancing customer satisfaction.
* Develop and maintain employee schedules using scheduling software (Hot Schedules), resulting in a 10% reduction in labor costs.
* Coordinate with suppliers and managed inventory levels using inventory software (SUS thru McLane), ensuring stock availability and minimizing shortages.
* Conduct performance reviews and provided actionable feedback to staff, resulting in a 17% improvement in employee retention rates.

Preferred Parking Service, LLC. – Charlotte, NC

**Valet Supervisor** March 2020–March 2021

* Increased operational efficiency by 18% through implementation of a digital valet management system, reducing average vehicle retrieval time by 10 minutes.
* Utilized handheld ticketing systems and real-time GPS tracking to monitor vehicle locations and streamline valet operations.
* Handled cash and electronic payments, processed over $36,000 in monthly transactions accurately and securely using POS systems.