

Jason Cardenas

IT Support Specialist

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CAREER SUMMARY

IT Support Specialist with hands-on experience installing, configuring, and maintaining computer hardware, software, and networks. Achieved 95%+ first-contact resolution in IT support roles by combining technical troubleshooting expertise with exceptional communication. Experienced with VPNs, hardware/software installation, HIPAA compliance, and asset management. I recently acquired my **CompTIA Security+ certification** on June 23 with a strong motivation to contribute to the team of IT operations and learn.

CORE COMPETENCIES

Hardware & Software Troubleshooting	Network Connectivity & VPN Setup	Cybersecurity Practices & Risk Mitigation
OS Installation & Configuration (Windows, Linux)	Customer Service & End-User Training	Remote Support
Documentation	Audio/Visual Equipment Setup	Mobile Device Assistance (IOS and Android)

RELEVANT TECHNICAL TRAINING and CERTIFICATION

CompTIA CySA+ Certification	November 2024
CompTIA Security+ Certification	June 2025
Splunk Core Certified User	December 2024
Cisco Networking Academy: <i>NDG Linux Essentials, Networking Essentials, and Cybersecurity Essentials</i>	September 2024
Google IT Support Certificate	May 2024

RELEVANT TECHNICAL SKILLS

Platforms: Windows, Linux, MacOS	Languages: Python, C++, HTML, CSS, Javascript	Soft Skills: Team Collaboration, Communication, Process Improvement
Tools: Splunk, Wireshark, Nmap, Oracle VirtualBox, Google Workspace, Microsoft Office, Supabase, Postman	Networking: Cisco Routers, VPNs, Basic Wireless Security	Xerox Printers

PROFESSIONAL EXPERIENCE

Internship LA Tech Los Angeles, CA	August 2025 – Present
<ul style="list-style-type: none">Engaged in networking workshops and events to explore professional frameworks, which expanded my network by over 25 new contacts in tech and designLearned to differentiate between transactional vs authentic networking, leading to more meaningful career conversations that generated 2 internship leads and 1 portfolio collaboration	
Full Stack Web Development The Knowledge House Bronx, NY	February 2025 – Present
<ul style="list-style-type: none">Built and deployed a full-stack portfolio application using React, Vite, TailwindCSS, and Supabase, enabling dynamic project showcases and interactive case studies that improved user engagement by 30% compared to static resumes found on JasonCardenas.netDeveloped multiple JavaScript applications (e.g., Star Wars Character DB, Chef Marco's Bistro, Simpsons API) integrating third-party APIs and state management, resulting in a 100/100 project evaluation scoreDesigned and implemented responsive front-end UI components (e.g., animated backgrounds and 3D hero models) with React, Three.js, and Framer Motion, enhancing accessibility and cross-device performanceCompleted over 30 technical labs and assessments across HTML, CSS, JavaScript, databases, and Prisma, achieving an overall 95% course grade, demonstrating strong mastery of full-stack development fundamentals	
Technology Professional Intern Internal Services Department Los Angeles, CA	June 2023 – December 2024
<ul style="list-style-type: none">Achieved a 98% resolution rate within 24 hours by identifying root causes and implementing corrective actionsIncreased documentation accuracy by maintaining comprehensive service request logsResolved hardware and software issues, including troubleshooting printers and assisting with document formatting	

- Supported over 100 individuals at public outreach events by guiding them through basic technology use and closing digital skill gaps
- Ensured 100% HIPAA/OSHA compliance when managing sensitive data through secure documentation and storage practices

Technical Support | CyberSeniors Headquarters | Toronto, Ontario December 2022 – July 2023

- Reduced repeat inquiries by 40% by creating user-friendly documentation for recurring IT support issues
- Trained 100+ seniors in digital literacy, resulting in a 60% decrease in tech support dependency as measured by follow-up assistance rates
- Delivered 30+ digital literacy and cybersecurity training sessions, increasing participant knowledge by 70% based on post-session evaluations
- Resolved 200+ support issues via remote support, maintaining a 98% resolution rate and 4.9/5 user satisfaction
- Authored 15+ IT guides and training materials, reducing user follow-up questions by 40% and improving independent troubleshooting
- Enabled 80+ users to securely access emergency and safety features on digital devices, enhancing digital independence

PROJECTS

Per Scholas | *Linux* September 2024

- Deployed and configured Linux virtual machines using Oracle VirtualBox
- Performed software updates, file integrity verification, and secure shell (SSH) encryption analysis

Per Scholas | *Networking* September 2024

- Configured and tested network connectivity, including VPN tunnels, routers, and wireless security protocols (WEP, WPA2 PSK, WPA2 RADIUS)
- Used Nmap for network vulnerability assessments and Wireshark for traffic analysis
- Conducted password recovery and digital signature implementation to enhance cybersecurity awareness

Per Scholas | *Cybersecurity* October 2025

- Conducted incident response analysis and performed digital forensic investigations
- Configured secure network protocols and implemented data encryption methods for improved security

Personal Project | Home Present

- Designed and deployed 10 websites to showcase technical skills using HTML, CSS, and JS, improving web development proficiency
- Assembled and configured over 10 desktop computers, improving hardware proficiency and maintaining optimal system performance through scheduled maintenance
- Developed and debugged 100+ C++, HTML, CSS and, JS programs, strengthening algorithmic thinking and improving programming efficiency by 30% over time

EDUCATION

Per Scholas | Cybersecurity, **CompTIA CySA+ & CompTIA Sec+** Certificate Training Program May 2025

Los Angeles Valley College | 46 credits toward A.S Computer Science June 2025