**Jeshua Garcia**

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Chicago, IL

(872) 276-7643

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**CAREER SUMMARY**

Aspiring IT Support Specialist with prior experience troubleshooting and resolving common IT issues. Proficient at collaborating with IT teams to provide technical support and resolve end-user issues. Engaged in continuous learning to stay current with emerging technologies and industry best practices.

**RELEVANT SKILLS**

**Professional Skills:** Critical Thinking, Professional & Interpersonal Relations, Detail Oriented, Communication, Problem-Solving, Customer Service, Adaptability, Team Collaboration, Resourceful, and Active Listening.

**Technical Skills:** OS Troubleshooting, Network Troubleshooting, End-User Support, Hardware Management, GlobalProtect VPN, ServiceNow, Microsoft Office Suite, Windows Active Directory, Windows, MacOS, DeepFreeze, Zendesk, Workspace ONE Intelligent Hub, AirWatch, VendNovation, and AV/VC Support.

**Languages:** Spanish & English (bilingual/fluent)

**PROFESSIONAL EXPERIENCE**

**Linkedin** Chicago, IL

Tech Lounge Intern Feb. 2025 – July 2025

* Enhanced security measures by implementing phishing-resistant multi-factor authentication (PRMFA) through passkeys, protecting LinkedIn employees and internal applications from phishing attacks.
* Conducted thorough AV/VC room sweeps across **79 conference rooms** in the Chicago office, ensuring optimal equipment functionality to minimize downtime and enhance the end-user experience.
* Handled laptop exchange tickets, providing timely and effective solutions to users while maintaining detailed records of troubleshooting steps and asset conditions.
* Efficiently managed and maintained the integrity of the internal Hardware Database (HAM), ensuring accurate tracking and deployment of assets, updating records for 500+ assets and ensuring compliance with inventory protocols.

**The Scion Group** Chicago, IL

IT Intern Sept. 2023 - June 2024

* Troubleshot and resolved common IT issues, including storage backup, network connectivity, software installation, and improved computer performance to maintain system functionality.
* Worked closely with the IT team to support 150+ end-users across nationwide departments and sites, utilizing Zendesk, DeepFreeze, Microsoft Entra ID, and Active Directory to resolve tickets and maintain system reliability.
* Supported onboarding and system setup for new users, working with the IT team to ensure proper configuration of hardware, software and user permissions.
* Collaborated with cross-functional teams to assess and document business center PCs/Macs across 120+ properties nation-wide, ensuring compliance with Deep Freeze endpoint management system to enhance device security and efficiency.

**EDUCATION & TRAINING**

**Year Up United** *Online*

**Area of Focus**- Information Technology *Feb. 2025*

* *Completed coursework in Excel, Business Writing, Public Speaking, and Professional Skills with specialized training in Information Technology.*
* *Year Up is an intensive career development program with 250 corporate partners, college-level courses, professional training, and a six-month internship.*

**LICENSES & CERTIFICATIONS**

**Cisco** - IT Essentials Aug. 2023

**GOOGLE** – Google IT Support Professional Certificate Jan. 2025