

Jonathan Christensen

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EXPERIENCE

centrexIT, San Diego

AI Automation Engineer II

August 2023 - Present

- Designed and deployed **AI-powered internal platforms** that reduced onboarding and provisioning times by 2-3x, leveraging **LLM agents**, **custom OCR (Whisper.cpp, Tesseract)**, and **webhook-driven workflow logic** to support real-time service enablement.
- Led development of a **modular, low-code automation stack** using **n8n**, **Make.com**, and **Power Automate**, driving consistency and operational scale across IT, logistics, engineering, and customer support functions.
- Partnered with provisioning, service desk, and field support teams to identify friction points, automate **ticket triage**, and implement **smart routing and intake standardization** to improve system response and reduce SLA breaches.
- Built compliance-aligned automation frameworks across **Microsoft 365**, using **Entra ID**, **Graph API**, **Intune**, and **Conditional Access** to enforce secure policy deployment across multi-tenant cloud and hybrid infrastructures.
- Developed centralized intake systems to **normalize user and device data** across 60+ domains, ensuring **data quality, security, and auditability** for scalable automation, cross-department handoffs, and downstream analytics.

Field Support Engineer II

August 2024 - Present

- Delivered on-site technical support across 6,000+ users, resolving incidents under strict SLA timelines.
- Supported field deployments, Wi-Fi/firewall setups, and device handoffs in coordination with provisioning and logistics teams.

Provisioning Engineer

January 2022 - August 2024

- Managed device provisioning across hybrid cloud using Intune, SCCM, and Entra ID.
- Developed SOPs and documentation for large-scale deployments across 60+ clients.
- Built secure device compliance workflows using Conditional Access and Autopilot.

Safemark, San Diego

Service Technician I

September 2018 - April 2021

- Supported mobility and security hardware across enterprise environments, ensuring uptime and operational continuity.
- Diagnosed Windows OS and device configuration issues; managed software deployments and field replacements.
- Contributed to cross-team service improvement efforts, aligning workflows with security and compliance standards.
- Performed system monitoring, maintenance, and on-site troubleshooting independently in a fast-paced field environment.

EDUCATION

BBA – Project Management & Information Systems

University of Maine – Expected Dec 2025

Certifications:

- LPI Linux Essentials**
- ITIL Foundation**
- Nerdio vDI Fundamentals**
- NAF-100 & NMM-100**
- Notary Public (California)**
- CTE OSHA Safety Readiness – Construction**
- National Thespians Society (2017)**

TECHNICAL SKILLS

Systems & Tools

- Operating Systems:** Windows, macOS, Linux
- ID & Device Management:** Azure AD, Entra ID, Intune, Conditional Access, SCCM
- Workflow Automation:** n8n, Make.com, Power Automate, PowerShell
- Cloud & Virtualization:** Azure, Proxmox, Nerdio, Zero Touch, VDI
- Scripting:** PowerShell, Bash, JavaScript, AppleScript
- AI & OCR:** Whisper.cpp, Tesseract, Bolt, LLM Prompt Engineering
- ITSM & Support:** HaloPSA, ServiceNow, Zendesk
- Networking:** Switching, Firewalls, Wi-Fi, CCTV, Remote Access
- Database & Logic:** Relational DBs, CLI tools, File-based integrations

Professional Strengths

- Project Management
- Knowledge Transfer & SOP Creation
- Service Desk Operations & Onboarding
- Customer-Facing Troubleshooting
- Compliance-Driven Infrastructure
- Field Support & Logistics Coordination

