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**JAN KEVIN “J.K.” VELASCO**  
(571) 278-2670 | jkvelasco2018@gmail.com | [LinkedIn](#) | [E-Portfolio](#)

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### **ASPIRING IT SPECIALIST**

Technical Support | Customer Support | Software Troubleshooting

Results-oriented and adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:**

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Help Desk Ticketing Systems | <input type="checkbox"/> Phone & Online Support | <input type="checkbox"/> Customer Service   |
| <input type="checkbox"/> Problem Diagnosis           | <input type="checkbox"/> Office 365 Support     | <input type="checkbox"/> Complaint Handling |
| <input type="checkbox"/> Technical Troubleshooting   |   |   |

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### **TECHNOLOGY PROFICIENCIES**

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**Ticketing:** Freshdesk, Jira Service Desk,  
**Software:** Active Directory, Office 365, Outlook, Cisco AnyConnect, Duo, Slack, Zoom  
**Browsers:** Google Chrome, Microsoft Edge, Mozilla Firefox  
**Networking:** LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS  
**Platforms:** Windows 10 Enterprise, macOS, Android, iOS, Chrome OS

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### **SYSTEM ADMINISTRATION EXPERIENCE**

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#### **WINDOWS SERVER 2016 | Hands-On Virtual Labs**

- Installed and setup VirtualBox, Windows Server 2016, linked clones, and RDP.
- Added Windows 10 client machines to Windows Server 2016 domain.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPO) in Active Directory.
- Setup Azure AD Connect for hybrid Azure AD join and seamless SSO using password hash sync.

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### **WORK EXPERIENCE**

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INSTACART, Fairfax, VA

8/2020 – 8/2021

#### **In-Store Shopper**

Communication | Teamwork

#### **Key Contributions:**

- Managed inventory and customer orders using Instacart's technology platform, demonstrating strong technical aptitude.
- Provided excellent customer support through communication, which led to higher satisfaction and repeat customers.
- Collaborate with team members to fulfill orders efficiently and meet delivery deadlines.

FINISH LINE, Springfield, VA

10/2018 – 9/2020

**Store Associate**

Communication | Teamwork

**Key Contributions:**

- Provided tech-enabled customer support by assisting with product inquiries using point-of-sale systems, resulting in high customer satisfaction and repeat business.
- Demonstrated troubleshooting skills by addressing customer concerns and resolving product-related issues in a timely and effective manner.
- Utilized inventory management software to track stock levels, helping to maintain product availability and minimize errors.

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**EDUCATION & CREDENTIALS**

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CompTIA A+ (Estimated Core 1 Exam Date: *January 24<sup>th</sup>, 2025*)

**High School Diploma**

SOUTH COUNTY HIGH SCHOOL, Laurel Hill, VA