Jan Kevin (J.K.) Velasco

Onsite IT Service Delivery Associate - Level One

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PROFESSIONAL SUMMARY

Entry-level IT support professional with CompTIA A+, Network+, and Security+ certifications. Currently providing technical support at BetterWorld Technology while expanding skills in cloud and cybersecurity.

EDUCATION

Continuing self-education in IT and cloud infrastructure.
South County High School - **Diploma**   **2018**

WORK EXPERIENCE

Onsite IT Service Delivery Associate L1 | BetterWorld Technology   **Jun 2025 - Present**
- Provide onsite and remote technical support for managed IT services, including troubleshooting hardware, software, and networking issues across MSP, SaaS, voice, and data platforms.
- Collaborate with the service desk team to manage support tickets, escalate critical incidents, and ensure service level agreements (SLAs) are consistently met for client environments.
- Assist in onboarding new clients, documenting IT infrastructure and procedures, and improving internal support processes and customer-facing documentation.

Self-Study | IT Career Development   **Jan 2025 - Present**
- Earned A+, Network+, Security+ through independent learning.
- Built virtual lab environments focused on network support and monitoring.
- Currently expanding skills in Linux fundamentals and cloud technologies to strengthen IT support capabilities.
- Practicing ticketing workflows and documenting resolutions in personal lab notes.

CERTIFICATIONS

CompTIA Security+   *Issued* **Mar 2025**
CompTIA Network+   *Issued* **Mar 2025**
CompTIA A+   *Issued* **Feb 2025**

TECHNICAL SKILLS

Systems & Platforms: Windows 10/11, Server 2016, macOS, Basic Linux, Microsoft 365
Networking & Security: TCP/IP, DNS, DHCP, VLANs, NAT, IAM, 2FA, RBAC
Cloud & Virtualization: AWS EC2, IAM Roles, VirtualBox, Basic IaaS Concepts
Tools & Monitoring: Active Directory, Group Policy, ServiceNow (lab), Confluence, Datadog (learning), Splunk (learning)
Scripting & Web: HTML, CSS, JavaScript, Git, Python (beginner)