

# Jan Kevin Velasco

Lorton, Virginia | (571) 278-2670 | jkvelasco2018@gmail.com | <https://velascojk.github.io/e-portfolio/>

## TECHNICAL SKILLS & CERTIFICATIONS

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**Programing** | JavaScript (all 2022 modern syntax, ES6, ES2018, etc.), HTML5, CSS3, React.js

**Tools & Frameworks** | Git, VirtualBox, PDQ, Spiceworks, RSAT

**Currently studying for** | CompTIA A+ (Exam scheduled for February 2025)

**Planned** | CompTIA Network+, CompTIA Security+, CCNA

## PROJECTS

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### VirtualBox Lab

2025

*Practice lab replicating Entry-level HelpDesk duties*

HTML | CSS

- Installed and configured VirtualBox and Windows Server 2016, including Active Directory setup.
- Managed Active Directory accounts, created security groups, and configured Group Policies.
- Joined Windows 10 PCs to domains, configured with RSAT tools, Server Manager, and remote management (RDP, Remote Registry).
- Deployed software packages and managed hardware and software inventory using PDQ.
- Troubleshoot common Active Directory issues, including offline PCs and account lockout problems.
- Configured and mapped network drives, personal drives, and printer setups on Server 2016.
- Utilized Spiceworks for ticket management and RDP tools for remote support and administration.
- **Github:** [Readme](#)

### E-Portfolio

2022

*Single page e-portfolio*

HTML | CSS

- Designed and developed a single-page portfolio to showcase projects, utilizing modern web design principles.
- Applied BEM (Block Element Modifier) naming methodology for scalable and maintainable code.
- Made sure for responsive design and cross-browser compatibility.
- **Github:** [Readme](#)

## WORK EXPERIENCE

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### In-Store Shopper | Instacart

Aug 2020 - Aug 2021

Communication | Teamwork

- 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.

### Store Associate | Finish Line

Oct 2018 - Sep 2020

Communication | Teamwork

- Collaborated with team members to streamline operations, improving workflow efficiency and resolving issues in a fast-paced environment.
- 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.

## EDUCATION

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<b>Northern Virginia Community College (NVCC)</b> - Pursuing Information Technology	2020 - Current
<b>Udemy</b> - The Web Developer Bootcamp 2022	2022
<b>South County High School</b> - Diploma	2018