

# Jan Kevin Velasco

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## CERTIFICATIONS

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**Currently studying for** | CompTIA A+

**Interested in** | CompTIA Network+, CompTIA Security+, CCNA

## TECHNICAL SKILLS

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

## 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

- Provide exceptional customer service by assisting shoppers with product inquiries, substitutions, and special requests with accuracy and timeliness.
- Utilize Instacart's technology platform to manage orders, track inventory, and communicate with customers and store staff.
- Collaborate with team members to fulfill orders efficiently and meet delivery deadlines.

### Store Associate | Finish Line

Oct 2018 - Sep 2020

Communication | Teamwork

- Learned to work with my team to make working more efficient and to be able to handle problems together.
- Provided exceptional customer service by assisting customers with product inquiries, sizing, and purchases, resulting in high levels of customer satisfaction and repeat business.
- Demonstrated strong product knowledge to effectively recommend footwear, apparel, and accessories based on customer preferences and needs.

## 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