Jan Kevin (J.K.) Velasco

IT Student

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EDUCATION & CERTIFICATIONS

CompTIA A+ *Issued* Feb 2025
CompTIA Network+ *(In-Progress)* (*Estimated Exam Date:* Mar 13th 2025)
South County High School - Diploma 2018

TECHNICAL SKILLS

Tools | Git, VirtualBox, PDQ, Spiceworks
Software | Active Directory, Office 365, Outlook, Slack, Zoom
Programing | JavaScript, HTML5, CSS3

WORK EXPERIENCE

Self-Study (Professional Development) | IT Self-Study Sep 2021 - Present
- Studying for CompTIA Network+ to deepen knowledge of networking concepts, security, infrastructure, and troubleshooting for IT roles.
- Previously developed foundational skills in Front-End Web Development before transitioning to IT, gaining experience in HTML, CSS, and JavaScript.

In-Store Shopper | Instacart Aug 2020 - Aug 2021
- 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.

Store Associate | Finish Line Oct 2018 - Sep 2020
- Collaborated with team members to streamline operations, improving workflow efficiency and resolving issues in a fast-paced environment.
- Demonstrated troubleshooting skills by addressing customer concerns and resolving product-related issues in a timely and effective manner.

PROJECTS

VirtualBox Lab 2025
Replicating entry-level Helpdesk duties VirtualBox | Windows Server 2016
- Installed and configured VirtualBox with Windows Server 2016, including linked clones, RDP, domain settings, and TCP/IP configurations.
- Managed Active Directory by creating template user accounts and linking Group Policy Objects (GPOs) for customized settings.
- **Github:** Readme

E-Portfolio 2022
Single page portfolio HTML | CSS
- Designed and developed a responsive single-page portfolio using modern web design principles, ensuring cross-browser compatibility.
- Utilized BEM (Block Element Modifier) methodology for scalable and maintainable code structure.