

Jonathon Zayas

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PROFESSIONAL EXPERIENCE

Florida State University CCI Helpdesk, Tallahassee, FL

September 2018 - Present

Associate System Administrator Internship

- Create and develop VM machines using Hyper-V for different purposes like file servers, inventory asset tracking, web servers, VM host servers and more
- Documenting and developing a new asset tracking system called Lansweeper that administers 1000+ assets for the College of Communication and Information
- General systems administration duties, network and physical infrastructure setup and maintenance, hardware and software provisioning deployment and management of virtual and cloud hosted application and servers

Florida State University CCI Helpdesk, Tallahassee, FL

December 2017 - Present

Help Desk Technician

- Administered CCI faculty, students and labs, a total of 1000+ assets and 2000+ users
- Provided high standard technical support while paying strict attention to detail using a ticketing system
- Developed technical documentation procedures for Apple hardware and software for training and reference
- Lead & trained numerous employees in problem-solving, troubleshooting, and customer service

LEADERSHIP EXPERIENCE & PROJECTS

STARS Alliance, an NSF Funded Initiative

September 2018 – Present

Leader

- Leader in a student organization that exists at 51 U.S Universities to promote STEM careers for Women & Minorities
- President of student organization Community Outreach Group
- Deliver outreach to k-12 students to recruit future STEM leaders to host workshops for FSU students
- Facilitated partnerships with technology companies/local leaders to host workshops for FSU students
- Lead training sessions and efforts to develop technology skills on campus with FSU students and off campus with Leon County Schools

FSU/Codes

May 2018 - July 2018

Co-Lead

- Lead a team of four colleagues that met weekly to design a curriculum, marketing scheme, designate task and accomplished goals
- Taught three coding workshops with 20 participants at each for those of non-majors of Information Technology & Computer Science
- Reached out to local libraries to collaborate and host coding workshops targeted to inspire the youth

Munki

January 2018 - April 2018

- Took initiative to learn Munki, a terminal-based tool to monitor two Mac labs and faculty
- Inspired to better our imaging process, I learned about Net installations and made a net boot server using Apple's server app

SKILLS

Developing Experience: Bash, Python, C, Java HTML, CSS, JavaScript, XML, PHP, and Android Studio

Database: MySQL, Microsoft SQL Server and R

Operating Systems: Linux/Ubuntu/Kali, Mac OS 9+, and Windows 7+

Version Control Systems: GitHub and Bitbucket

EDUCATION

Florida State University, Tallahassee, FL

May 2019

Bachelor of Science in Information Technology: **GPA: 3.7** Cumulative: **GPA: 3.3**