

Jonathen Colon

Fall River, MA 02720

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Authorized to work in the US for any employer

Work Experience

Desktop Support Specialist

People Incorporated-Fall River, MA

September 2023 to Present

- Provided technical support to end-users, troubleshooting hardware and software issues in a timely manner
- Installed, configured, and maintained desktops, laptops, printers, and other peripheral devices
- Assisted in the setup and configuration of new user accounts in Active Directory
- Collaborated with cross-functional teams to diagnose and resolve complex network connectivity problems
- Performed regular system updates and patches to ensure optimal performance and security
- Conducted hardware inventory management to track assets and maintain accurate records
- Implemented backup solutions for critical data files to prevent loss or corruption
- Provided training sessions for employees on basic computer operations and software applications
- Maintained documentation of IT procedures, troubleshooting steps, and knowledge base articles for future reference
- Assisted in the planning and execution of technology upgrades across the organization's infrastructure
- Collaborated with vendors to procure necessary equipment at competitive prices while adhering to budget constraints
- Configured VPN connections for remote users ensuring secure access to company resources
- Managed Active Directory user accounts including password resets
- Migrated user data from old systems during hardware refresh projects
- Provided technical guidance on best practices related to desktop support processes
- Audited software licenses ensuring compliance with vendor agreements
- Cleared malware infections utilizing antivirus tools like Malwarebytes or Symantec Endpoint Protection
- Troubleshot email client configurations (Outlook/Thunderbird) including POP/IMAP settings

Advanced Repair Agent

Geek Squad-North Dartmouth, MA

October 2020 to January 2024

Skilled IT technician with hands-on experience in diagnosing and repairing a wide range of devices, including laptops, iPhones, Samsung smartphones, and desktop computers. Known for a meticulous approach to troubleshooting, with the ability to quickly identify and resolve hardware and software issues. Committed to providing exceptional customer service, ensuring that each client receives personalized solutions and clear explanations of technical issues. Passionate about technology and continuously updating skills to stay ahead in the fast-evolving tech landscape.

Expo/Food Runner

The Topsy Seagull-Fall River, MA

September 2014 to October 2020

I help chef manage kitchen staff and food runners. To help maintain quality of service and food.

Education

Associate's degree in Computer Science

Bristol Community College - Fall River, MA

September 2016 to May 2019

High school diploma

Diman Reg Voc Tech High School - Fall River, MA

September 2012 to May 2016

Skills

- Computer Science
- JavaScript
- C/C++
- Microsoft SQL Server
- Computer Networking
- HTML5
- Linux
- Software Development
- Git
- Android
- MySQL
- Equipment Repair
- GitHub
- Troubleshooting
- SQL
- Docker
- Technical Support
- Help Desk
- Application Development
- Mac OS
- Windows
- Windows Remote Desktop
- Microsoft Windows Server
- Software troubleshooting
- User Interface (UI)
- Active Directory
- CSS
- Node.js

- DNS
- Desktop Support

Certifications and Licenses

Driver's License

Food Handler Certification