

Jonathan Gonzalez

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SUMMARY

- Tech enthusiast offering a strong academic knowledge of IT combined with excellent experience as a tech-support agent.
- Consistently recognized for technical troubleshooting skills used to rapidly, resourcefully, and effectively resolve challenging technical issues.
- Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies.

TECHNICAL PROFICIENCIES

Languages

- Proficient in: Visual Basic, ASP, HTML, CSS, JavaScript
- Familiar with: C#, PHP, SQL

Software

- Microsoft Office (Word, Excel, Outlook, PowerPoint, Project), Adobe (Fireworks, InDesign), Visual Studio
- Database: Microsoft SQL Server, Microsoft Access, phpMyAdmin
- Platforms: Windows 7/8/10, macOS, Android

EDUCATION

Miami Dade College – Miami, FL

A.S. in Internet Services Technology (Microsoft) | Graduated 2016

- **Student Driven Computer Club** – Previously Vice-President and offered small group teachings of usage of web APIs, PC building tutorials and publicly spoke at high schools about our college and club.
 - Also built the club's current website: www.mdccomputerclub.com

CompTIA A+ Certified

- **Self-Driven Education** – Also took additional courses relating to CISCO based networking, focusing on routing and switching protocols, IPv4 and IPv6 addressing, and internet topologies.

EXPERIENCE

Help Desk/Customer Service – Alorica

02/2013 – 03/2016

- Handle technical troubleshooting within residential homes over the phone. Offer solutions for technical issues concerning television and related hardware issues. Ensure proper use of time and closure of resolved issues.
- Used provided CRM software to document customer interactions and detail steps taken during calls.
- Handled 30+ client calls daily and consistently met high service standards.

Web Development - Self-Employed on a Project Basis

2012 – Present

- Assess project requirements and plan a personal workflow and milestones to complete required tasks. Developed, tested, and presented work to clients by adhering to proposed schedule.
- Full web deployment to dedicated web servers with continued maintenance after deployment. Online portfolio available for live demonstrations.

Retail Employee – Target Corporation

06/2016 - Present

- Offer exceptional customer service practices with understanding of sales principles.
- Work in the electronics department and provide advice on electronic products and properly educate customers on electronic usage.
- Daily workload also included unloading replenishment of tech stock, taking inventory, and properly protecting products from theft.

ADDITIONAL SKILLS

| Bilingual (English/Spanish) | Approx. 90WPM | Video Editing | Graphics Design | Available to Travel |