

JONATHAN BECHER

CAREER OBJECTIVE

Detail-oriented professional with excellent communication, interpersonal and creative thinking skills. Aiming to leverage my abilities to successfully provide immediate value to your company. Frequently praised as hardworking by my peers, I can be relied upon to complete tasks provided in a detail oriented and timely fashion.

EXPERIENCE

HELP DESK TECHNICIAN TIER 2

Corsica Technologies, Fort Wayne Dec 2020 - May 2021

- Acted as the triage between Security, Networking, and Server/Projects Team. Providing assistance to each team in their respective area of expertise.
- Worked extensively in virtualization platforms such as VMWare and Microsoft (Hyper-V and Azure).
- Worked through upgrading, configuring, and doing Preventative Maintenance on Networking equipment and Servers.
- Extensive Disaster Recovery experience diagnosing, triaging, and supporting various flavors of equipment and software.
- Conferred with users, and conducted computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- Worked under the ITIL framework to improve efficiency and achieve predictable service delivery.
- Installed and performed minor repairs to hardware, software and peripheral equipment, following design and installation specifications.
- Developed training materials and procedures, and train users in proper use of hardware and software.
- Met deadlines while maintaining high-quality deliverables.

HELP DESK TECHNICIAN

Corsica Technologies, Fort Wayne, IN / Dec 2018 - Jun 2020

DESKTOP SUPPORT TECHNICIAN

The AME Group, Fort Wayne, IN / Sep 2016 - May 2018

- Desktop support for hardware and software both in person and through remote. Working with customers on a daily basis.

TECHNOLOGY INTERN

East Allen County Schools, Fort Wayne, IN / Jun 2016 - Aug 2016

- Cleaning and reconfiguring Ipads for new school year.
- Completing technology work orders with technicians including

✉ jonbecher@microagenetworks.com

📞 Ask Me

📍 Fort Wayne, IN, 46814

EDUCATION

WESTERN GOVERNORS UNIVERSITY

Fort Wayne, IN

Bachelor of Science (B.S.) Software Development Candidate (Expected graduation Jun 2023)

Awards & Honors

- Certificate of Excellence Issued by The AME Group · Jan 2017
- Certificate of Excellence Issued by The AME Group · Nov 2016
- Certificate of Excellence Issued by The AME Group · Oct 2016

HOMESTEAD HIGH SCHOOL

Fort Wayne, IN

High School Diploma (Jun 2011)

ADDITIONAL SKILLS

PowerShell

Microsoft Azure

Windows Automation

Microsoft Office

Virtualization

Customer Service

VMWare

Windows Server

Windows Administration

Solarwinds

desktops, monitors, printers, VOIP phones, desktop externals, and PA systems.

- Running new cabling for Brightlink projectors and sound systems.

IT CONSULTANT

Microage Networks, Fort Wayne, IN / Mar 2012 - May 2016

- Network/Desktop/Server support. Configure new computers with correct OS and software including Kaseya, Microsoft Office 2003-2016 & Office 365, printers/scanners/copiers both network and local.
- Network cable running. Configuring switches/routers/modems including d-link, cisco, hp.
- Malware removal and protection including Norton, Barracuda, AVG, McAfee, Kaspersky, Trend Micro. Tech support for many software products, network problems, remote support, desktop and server problems, contacting vendors or companies supplying equipment.
- Configuring and fixing tablets including microsoft surface, ipad. Configuring and fixing iphones and other smartphones. Email support. Domain and hosting support.

SOFTWARE ENGINEER GENERALIST

SRRS, Fort Wayne, IN / Aug 2012 - May 2016

- Maintaining documentation on ArchAngel II product, creating and maintaining the SRRS website: <http://www.srrsllc.biz> ,
- Working alongside another engineer in debugging and maintaining ArchAngel II software and hardware.
- Going through software demos with customers, providing support for demos and for customers.
- Created the ArchAngel II Transmission log program used in a Server-to-Client setup; sends ArchAngel log files in real-time from vehicle laptops to current command (server) for use in monitoring laptop habits.

REFERENCES

References available upon request

ADDITIONAL INFORMATION

Portfolio website: <https://www.jonwritescode.com>

Github : <https://github.com/Mkhsx64>

Disaster Recovery

Active Directory

Veeam

VMWare

Troubleshooting

Networking

Linux

Docker Products

Software Documentation

JavaScript

C#

Node.js

Python

Node.js

Git

SQL

CSS

Wireframing

SASS

JSON

Autolt

Email Marketing

Bootstrap

IOS Development

HTML

Next.js