**JAKE GONZALEZ**

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**EDUCATION**

MS: Cyber Operations University of Maryland Global Campus, Expected 12/24

BS: Computer Science University of Maryland Global Campus, 12/22

AAS: Community College of the Air Force, 01/20

**CERTIFICATIONS**

CompTIA Security+

CompTIA A+

**SKILLS**

Developing scripts and programs written in Python.

Web development using Python, Flask, and SQL.

Windows 10/11. M365 applications. Mac OS.

ServiceNow

**EXPERIENCE**

**Company:** ECS 9/18/2023 - Present

**Title:** Support Technician Level I

Provided technical support and solutions to users, demonstrating exceptional customer service.

Delivered frontline support via phone, ServiceNow ticket system, and remote support software.

Administered Active Directory user accounts, managed VPN network access, and configured access permissions to ensure security and policy compliance.

Utilized Microsoft Intune for device compliance and configuration management.  
Maintained accurate records of service desk interactions and resolutions for comprehensive documentation.

Analyzed system issues to identify root causes and prevent recurrence.

Applied analytical skills to troubleshoot and resolve complex technical issues, leveraging technical documentation and knowledge-based resources effectively.

Achieved 98% positive user feedback and zero Service Level Agreement breaches.

Experience administering and supporting a M365 environment.

**Company:** Transdev 1/23 - 8/23

**Title:** Diesel Mechanic

**Company:** Eglin AFB 8/21 - 8/22

**Title:** Automotive Mechanic

**Company:** Pep Boys 6/20 - 7/21

**Title:** Automotive Technician

**Company:** United States Air Force 5/13 - 3/20

**Title:** Firectruck and Refueling Maintenance