

Jonathan Walker

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Telecommuter – Remote

Microsoft Independent Advisor, Microsoft Expert, Microsoft Office Specialist, IT Support Professional, Systems Administrator, Penetration Tester, Digital Forensics, Network Engineer, Cyber Security

Objective

Looking for a position where I can use my knowledge in technology and math. Along with being allowed to grow within the company in an IT capacity.

Certifications

Microsoft Office Specialist, Network +, Security +, Linux, A +, IvP6, Drivers License, Bits and Bytes of Computer Networking, Technical Support Fundamentals, Operating Systems: Power User, System Administration & IT Infrastructure Services

Skills:

Routing, VLAN, Switching, MD5, Encryption, JavaScript, Technical Support, Windows, OSX, Linux, Paralegal, Legal Research, Virtualization, Virtual Machines, Network security, Powershell, Bash, Active Directory, Research, Reports, Data entry. Microsoft Office 365, Leadership, Teamwork, Team Management, Problem Resolution, Communications, analytical, Networking, Computer Hardware, Computer Repair



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PROJECTS:

Arden Alliance

Telecommute – Remote Work

April 2020 to July 2020

Take inbound calls, texts, and live chats for four WISPs on tier 1 and 2 support. Take and answer billing and sales questions on two of the four WISPs that were “in-house” service providers, Mile High Networks in AZ and High Rapids Networks in CO Along with taking calls for ZipLink Internet in TX for tier 1 support while taking and creating tickets for Billing and Sales. While doing tier 2 support for The Computer Works in AR to include email white/black listing and spam filtering along with creating tickets for Billing and Sales.

Microsoft Independent Advisor Expert

[Https://www.directly.com](https://www.directly.com)

October 2018 to present

Working as an online IT support for Microsoft products from Windows, Windows updates, Office, Outlook, OneDrive, Xbox Accounts, etc.

Lead Logistics Advisor:

JAG Industrial & Marine Services - Portland, OR

February 2019 to April 2019

Driving shipyard workers from their hotels to the shipyards of Portland, Oregon and Vancouver, Washington. I also take these workers to Wells Fargo, Walmart, and Fred Meyer for shopping, cashing their checks, and send money back to their homes in different states. I also picked up and dropped off individuals coming into and flying out of PDX for JAG.

Personal Assistant/Caretaker:

Mark Pfrommer - Portland, OR

September 2018 to January 2019

Helping Mr. Pfrommer with anything he asked around his property and home to include yard work, removal of rampant bamboo, personal security, medication handling, and driving.

Paralegal-Legal Researcher

IDOC – Boise, ID

December 11, 2013 to May 24, 2018

Read and research statutes and case law. Wrote legal papers, filed papers with the courts to include claims, declarations, affidavits, and motions.

Assistant Computer Tech

Santiam – Salem, OR

January 2009 to September 2012

Keep track of inventory by way of Excel spreadsheets. Make an access database of all information from different social services in different areas of the state to make a housing booklet and a self-help guild for individuals whom are about to be released back into the Oregon society.

Assistant Tech

IUPUI – Indianapolis, IN

January 2004 to January 2005

Work Study for the university technology department to help go around the Indiana School of Medicine locations to inventory computer equipment, run auditing software within the system being inventoried, install and update software per requests and mandates.