

Jesus Maldonado

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OBJECTIVE

Portfolio Website: <https://roadto cyber.com>

To obtain a full-time position that will help me expand my knowledge in IT, security, and technology. I will exercise my own technical skills gained through job experiences from a variety of technical companies. I will continue to develop and learn to support the company goals.

CERTIFICATIONS

CompTIA Network+



CompTIA Security+



CompTIA Cybersecurity Analyst+



Junior Pen Tester (eJPT)



RHCSA



SKILLS

- 3+ years of Technical Customer Support
- Design and implement functional networks
- Experience in help desk ticketing system
- Bilingual
- Adaptive
- Advanced knowledge of desktop, mobile, software, and operating systems
- Time management
- Troubleshoot network problems
- Attention to detail
- Advanced knowledge of Linux command line
- Basic Vulnerability Assessment of Networks
- Install, configure, and deploy network components while assessing and troubleshooting issues to support organizational security

EDUCATION

System Administrator

Rackspace: Open Cloud Academy

2019

Bachelor of Science & Mathematics

A&M, College Station, TX

Completed 2 yrs.

GPA: 3.25

EXPERIENCE

Rackspace Technology – Customer Technical Support

San Antonio, TX

January 2020 – Current

- Assisted with configuring DNS setting for customer as well as best security implementation practices
- Worked with customers in installing/configuring and troubleshooting SMTP issues
- Supported large enterprise accounts with email compromises and phishing attempts

South West General Hospital – IT Specialist – Contract

San Antonio, TX

August 2019 – January 2020

- Installed and configured computers, telephones, and other common technology/devices for new and existing hospital employees
- Provided after-hours or weekend support when necessary to perform high-risk or planned downtime
- Supported the Hospital with the regular maintenance of monitoring, backup, and infrastructure systems

Pro-Vigil Surveillance – Tech Support/Help Desk

San Antonio, TX

February 2019 – July 2019

- Organized and complete multiple online ticket requests in a timely manner
- Point of contact for customer issue
- Operated multiple programs at the same time to provide customers with quick response
- Drafted and sent out advertisements and e-mails to customers and management
- Collected/organized information and store them in physical and digital files
- Organized meetings through phone and e-mail

S.E.AL K9 – K9 Officer Lead

San Antonio, TX

May 2017 – February 2019

- Created incident reports for customers and companies
- Underwent ongoing training to become a K9 Security officer
- Locate and mutualize any possible threats to different private properties.
- Supervised and lead a team in everyday activities such as teaching, planning and executing event

Spectrum – Tech Support L1 / L2

San Antonio, TX

September 2015– April 2017

- Provided customers with accurate and detailed base level IT support for their products
- Collaborated with multiple members in developing an optimal performing environment
- Provided top of the line customer service