



JANE NONTON

IT SUPPORT SPECIALIST

SUMMARY

A result-oriented IT support specialist is seeking a full-time position to apply knowledge and skills for professional growth.

CORE SKILLS

- Troubleshooting skills
- Customer-facing skills
- Strong communication skills
- Active Directory, DNS, DHCP
- VLAN's, Switching, L2/L3, SDWAN
- A+, Network+, Microsoft MCSP
- Symphony, EMC and R&A

CONNECT WITH ME!

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WORK EXPERIENCE

JUNIOR HELP DESK / IT SUPPORT SPECIALIST

McDobell IT Trends | Feb. 2017 to Jan. 2019

- Assisted executive-level and management in resolving technical issues on an emergency basis
- Assisted in providing technical assistance ranging from system information and/or documentation to system configuration and problem resolution

IT SUPPORT SPECIALIST

Sphere IT Group | Apr. 2015 to Jan. 2017

- Handled the tasks of testing and commissioning network servers, both hardware and software
- Updated POS system data
- Maintained IP Surveillance system

SCHOOLS ATTENDED

QUARKLAND COLLEGE

IT Support Professional Certificate

- Years Attended: 2015 to 2016
- Widened skill set by learning about IT Support

HARVARD UNIVERSITY

Bachelor's degree in IT engineering

- Years Attended: 2011 to 2015
- Graduated magna cum laude with a GPA of 3.8
- News Editor, a student publication of Harvard University

AWARDS & CITATIONS

- Best IT support specialist 2014, Algies Bay, Rodney
- Achiever for Q4 2012 YOHO IT Group Awards,