

Jonathan Burcheci

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Dedicated IT Specialist with 5+ years of experience providing technical solutions, optimizing IT infrastructure, and enhancing user satisfaction. Skilled in server administration, network optimization, and troubleshooting hardware and software issues. Proven ability to streamline processes, implement scalable systems, and foster secure, efficient work environments.

Skill Areas:

- **Technical Support and Troubleshooting:** Extensive experience diagnosing and resolving hardware and software issues for end-users.
- **Server Administration:** Proficient in configuring and managing servers, including setting up domains, user accounts, and network file-sharing systems.
- **Network Infrastructure:** Skilled in implementing network solutions, including internet bridging, LAN optimization, and device integration.
- **IT Asset Management:** Experienced in refurbishing, configuring, and deploying IT equipment to maximize resource efficiency.
- **Data Security and Backup:** Strong understanding of data protection protocols and implementing secure backup solutions.
- **Interactive Document Design:** Proficient in creating dynamic PDF forms and interactive documents for streamlined data collection.
- **Process Improvement:** Ability to analyze and enhance workflows for improved efficiency and performance.
- **Technical Training and Documentation:** Skilled in providing training to users and preparing technical documentation for processes and systems.
- **Web Technologies:** Foundational knowledge in HTML, CSS, JavaScript, PHP, SQL, and Python for application in web development and automation.
- **Tool Utilization:** Experienced with industry-standard diagnostic and configuration tools for hardware and software maintenance.
- **Project Collaboration:** Adept at working across departments and with leadership to align IT solutions with business goals.

PROFESSIONAL EXPERIENCE

OPREA TECHNOLOGIES- WINDER, GA (SEP 2024 –Current)

IT Specialist

- **Server Management:** Set up and managed a Windows Server to support various departments, ensuring streamlined operations and secure access.
- **User Account Management:** Implemented user accounts for employees with tailored permissions to meet organizational needs.
- **Data Sharing Solutions:** Configured systems to enable efficient file sharing and collaborative workflows.
- **Network Infrastructure:** Optimized network connectivity using innovative solutions for enhanced office performance.
- **Interactive Forms:** Developed interactive forms to streamline internal processes and improve data collection.
- **Brand Development:** Contributed to crafting a values-based company statement reflecting organizational ethos.

- **IT Support and Training:** Provided ongoing technical support and training to ensure smooth day-to-day operations.

ATOS (JOHNSON & JOHNSON)- ATHENS, GA (June 2021 –Current)
IT Specialist

- **Deliver Technical Support:** Provide comprehensive support to end-users, addressing and resolving hardware and software issues efficiently.
- **Implement Data Security Measures:** Ensure company data remains secure by adhering to best practices and maintaining backup protocols.
- **Streamline IT Operations:** Diagnose and troubleshoot hardware and software issues, ensuring uninterrupted functionality across all devices and systems.
- **Optimize Equipment Utilization:** Refurbish and configure devices for continued use, maximizing resource efficiency.
- **Manage IT Deployments:** Oversee the procurement, configuration, and installation of IT equipment and peripherals to support business operations.
- **Monitor and Maintain Systems:** Utilize diagnostic tools to assess and maintain hardware and software performance.
- **Maintain IT Documentation:** Prepare and submit regular reports to ensure accurate tracking of IT assets and activities.

STAFFING RESOURCES/PACE-O-MATIC INC.- DULUTH, GA (Feb 2020 – June 2021)
Customer Technical Support

- **Deliver Comprehensive Technical Support:** Diagnose and resolve technical issues to ensure optimal system performance and user satisfaction.
- **Foster Clear Communication:** Maintain regular updates with users, providing progress reports and setting realistic expectations for resolution timelines.
- **Employ Diagnostic Techniques:** Use effective communication and troubleshooting methods to identify and address the underlying causes of technical issues.
- **Enhance Support Processes:** Contribute to process improvements, streamlining technical support workflows to deliver efficient and reliable service.
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GARMEN ENTERPRISE - HOSCHTON (Jan 2012 – Jan 2017)
GA Carpenter

- **Deliver High-Quality Craftsmanship:** Led the installation, assembly, and repair of custom woodwork, cabinetry, and trim with precision and attention to detail.
- **Interpret Project Specifications:** Analyzed construction plans and specifications to select the best techniques and materials for each project, ensuring exceptional results.
- **Perform Installation Tasks:** Installed structural and decorative elements, including drywall, ceilings, and trim, crafting custom trim and moldings to exacting standards.

- **Operate Tools and Equipment:** Skillfully operated tools and machinery to prepare and modify materials for on-site installation.
- **Ensure Workplace Safety:** Adhered to safety regulations and best practices to maintain a secure and efficient work environment.

ATLANTA ATTACHMENT Co INC. - LAWRENCEVILLE, GA (Jan 2011 – Jan 2012)
Metal Fabricator

- **Manage Fabrication Projects:** Directed the completion of fabrication tasks, ensuring strict adherence to blueprints and procedural specifications.
- **Perform Precision Work:** Expertly utilized welding and soldering equipment to assemble sheet metal components according to detailed job requirements.
- **Operate Production Equipment:** Set up and ran production machinery with precision, following work orders and maintaining compliance with safety protocols.
- **Prioritize Workplace Safety:** Ensured a safe working environment by strictly adhering to safety regulations and promoting best practices.

PRIOR EMPLOYMENT DETAILS

CUSTOM FLOORING | BUCKHEAD, GA DEC 2006 – JAN 2010
Flooring Specialist

PROFESSIONAL DEVELOPMENT & CREDENTIALS

Bachelor of Science in Information Technology- Systems and Security
Georgia Gwinnett College | Lawrenceville, GA - 2019

Associate of Science in Surgical Technology
Gwinnett Technical College | Lawrenceville, GA - 2014

Key Skills

- **Systems and Network Administration:** Proficient in managing, configuring, and troubleshooting complex systems and networks. Experienced in maintaining critical infrastructure, including servers, routers, and switches.
- **Programming and Scripting:** Skilled in a variety of programming languages (e.g., HTML, PHP, JavaScript, CSS, Java) and scripting for automation, enhancing efficiency, and customizing solutions.
- **Workstation Installation/Configuration:** Expertise in setting up and configuring workstations for optimal performance, ensuring compatibility with software and hardware.

- Server Administration and Repair: Profound understanding of server architecture, capable of administering, repairing, and optimizing servers to support mission-critical operations.
- Technical Infrastructure (LAN/WAN): In-depth knowledge of local and wide-area network (LAN/WAN) technologies, protocols, and best practices to ensure seamless connectivity and data flow.
- Project Management: Proven ability to lead IT projects from inception to completion, including project planning, resource allocation, and risk management, delivering on time and within budget.
- Data Security and Backup: Expertise in implementing robust security measures and data protection strategies, safeguarding systems and sensitive information from cyber threats.
- Virtualization: Proficient in virtualization technologies, such as VirtualBox, to optimize hardware resources, reduce costs, and enhance scalability.
- Cloud Services: Familiar with cloud computing platforms, facilitating the migration of data and applications to the cloud, ensuring scalability and cost-efficiency.
- Collaborative Leadership Skills: Adept at leading cross-functional teams, promoting collaboration, and fostering a culture of continuous improvement and innovation.
- Customer Service & Relationship Management: Dedicated to providing exceptional customer service, with a strong ability to build and maintain positive relationships with end-users and stakeholders.
- Multitasking in Fast-paced Environments: Thrives in high-pressure, fast-paced environments, managing multiple tasks efficiently and maintaining focus on critical priorities.
- Articulate Oral & Written Communication: Effective communicator with the ability to convey complex technical information in a clear and understandable manner, both verbally and in writing.
- Quick Problem Resolution & Decision Making: Swift decision-maker with a knack for identifying issues and implementing effective solutions in real-time.
- Team Building, Training & Development: Skilled at building cohesive and productive teams, providing training, mentorship, and professional development to team members.

Certifications:

PHP Certification

Android App Development: RESTful Web Services

Certified Surgical Technologist

SoloLearn SQL Certification

Programming Hub HTML Certification

Essential Commands (Ubuntu) Certification