Jonathan Burcheci

678-849-8303 | jonathanburcheci@gmail.com | [LinkedIn](#) | [Website](#)

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.
- **Virtual Machines**: Skilled in creating, configuring, and managing virtual machine environments to optimize resource usage and enable scalable IT solutions. Experienced with platforms like VMware, VirtualBox, Unraid, and Proxmox for both testing and production scenarios.
- **ServiceNow**: Proficient in utilizing ServiceNow for IT service management, including incident tracking, workflow automation, and knowledge base integration to enhance operational efficiency.
- **Active Directory**: Experienced in managing Active Directory environments, including user and group administration, Group Policy management, and integrating authentication solutions for secure access control.
- **Imaging**: Adept in deploying system images to streamline IT operations, ensuring consistent setups across devices.
- **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/System Admin

→ **Server Deployment and Management**: Configured, deployed, and managed Windows Server environments, ensuring secure and efficient operations across all departments, including setting up new servers tailored to business needs.

→ **Active Directory Setup and Use**: Deployed and configured Active Directory to manage user accounts, permissions, and group policies, ensuring seamless integration and enhanced security across the organization.

→ **Virtual Machine Setup**: Deployed and managed virtual machines (VMs) to optimize resource allocation, support diverse workloads, and enhance scalability.

→ **User Account Administration**: Created and managed user accounts with tailored permissions using Active Directory, ensuring compliance with organizational requirements.

→ **File Sharing and Collaboration**: Implemented and maintained network file-sharing solutions to enhance team collaboration and operational efficiency.

→ **Custom Desktop Builds**: Designed and built custom desktops to meet specific organizational and departmental requirements, optimizing for performance and scalability.

→ **Network Optimization**: Designed and optimized local area network (LAN) configurations to improve connectivity and minimize downtime.

→ **System Security and Backup**: Established and monitored data backup protocols and implemented security measures to safeguard organizational assets.

→ **Interactive Tools Development**: Designed and deployed dynamic, interactive forms for streamlined internal processes and improved data management.

→ **IT Training and Support**: Provided comprehensive technical support and user training to ensure smooth adoption of new systems and tools.

→ **Strategic IT Contributions**: Collaborated with leadership to align IT solutions with business goals and long-term organizational strategies.

ATOS (Johnson & Johnson)- Athens, GA *(June 2021 –Dec 2024)*
IT Specialist

→ **Deliver Technical Support**: Provide comprehensive support to end-users, addressing and resolving hardware and software issues efficiently, leveraging tools like ServiceNow for ticket management.

→ **Implement Data Security Measures**: Ensure company data remains secure by adhering to best practices, maintaining backup protocols, and managing user access through Active Directory.

→ **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 and Active Directory 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 using ServiceNow.

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, provide 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.

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, including Unraid, Proxmox, and Windows Server 2022 with Active Directory integration.
- **Programming and Scripting**: Skilled in multiple languages and platforms, including SQL, HTML, PHP, JavaScript, CSS, Java, and scripting for automation.
- **Workstation Installation/Configuration**: Expertise in setting up and optimizing workstations for various environments, ensuring compatibility with both hardware and software.
- **Server Administration and Repair**: Comprehensive experience in administering, repairing, and optimizing servers to support critical operations, including Proxmox virtualization environments.
- **Technical Infrastructure (LAN/WAN)**: Deep knowledge of LAN/WAN technologies, protocols, and best practices to maintain secure and efficient connectivity.
- **ServiceNow Expertise**: Proficient in utilizing ServiceNow for IT service management, streamlining workflows, and improving operational efficiency.
- **Backup and Recovery Solutions**: Experienced with Macrium Reflect and other backup technologies for ensuring business continuity and data protection.
- **Web Development and Design**: Skilled in platforms such as Webflow, mobirise, Wix, and more for designing and managing user-friendly websites.
- **Project Management**: Proven track record of managing IT projects, including setting up local domains, system migrations, and implementing company-wide IT policies.
- **Virtualization and Cloud Services**: Proficient in using virtualization platforms (VMware, Unraid, VirtualBox, Proxmox) and cloud services for scalable and cost-effective solutions.
- **Customer Service & Collaboration**: Strong ability to build positive relationships with stakeholders, provide exceptional customer service, and lead collaborative initiatives.
- **Quick Problem Resolution**: Expertise in identifying and addressing technical issues efficiently in high-pressure environments.
- **Training and Team Development**: Experience in mentoring team members and providing training on new technologies, fostering professional growth within the team.

Certifications:

PHP Certification

Android App Development: RESTful Web Services

Certified Surgical Technologist

SoloLearn SQL Certification

Programming Hub HTML Certification

Essential Commands (Ubuntu) Certification