Jeremy C. Fontenot

IT Professional

Email: jfontenot@jeremyfontenot.tech
LinkedIn: www.linkedin.com/in/jeremy-fontenot

About Me

Hello, I'm Jeremy, an experienced IT professional specialized in Service Desk Support, IT systems, and network troubleshooting. Passionate about providing comprehensive technical support and system administration, I possess a proven track record of troubleshooting, system implementation, and user training to ensure operational improvements. Adept at working in fast-paced environments, I consistently deliver high-quality and timely solutions.

Professional Experience

Service Desk Representative / Subject Matter Expert

Insight | Oct. 2022 - Present

- Provide essential support for desktop hardware, software, and telecommunications equipment.
- Expert in managing issues across multiple communication channels.
- Specialize in troubleshooting a wide range of IT concerns, ensuring high customer satisfaction.

IT Technician

Completeful Technologies LLC. | Feb. 2022 - June 2022

- Key player in maintaining and configuring computer systems and servers.
- Specialized in Active Directory Services and Group Policy infrastructure, enhancing system reliability and user access security.

Technical Support (Contract)

Hughes Network Services | Sept. 2021 - Feb. 2022

- Supported IP networks, troubleshooting to ensure secure and reliable network availability.
- Utilized a variety of technologies and techniques for effective issue resolution.

Help Desk Technician, Work Study

Remington College | Dec. 2019 - April 2021

- Provided critical technical support and assistance, ensuring the smooth operation of computer systems and software for students and faculty.

Education

Associate of Science in Computer Science - Database Administration

Remington College | August 2019 - May 2021
GPA: 3.84

Information Security and Administration Program

MyComputerCareer | June 2021 - January 2022
GPA: 4.00

Skills

- Advanced troubleshooting for hardware/software and telecommunications equipment
- Proficient in Microsoft OS, security protocols, and desktop applications
- Experienced in Active Directory Services and Group Policy management
- Expertise in network troubleshooting and ticketing processes

Certifications

CompTIA ITF+
CompTIA A+
CompTIA Server+
Microsoft Certified: Azure Fundamentals
Microsoft Technology Associate: Windows Server Administration
Microsoft Technology Associate: Networking Fundamentals
Microsoft Technology Associate: Security Fundamentals
Linux Professional Institute: Linux Essentials
Google IT Support
freeCodeCamp Responsive Web Design Developer Certification

Contact

For professional inquiries, please contact me at:

Email: jfontenot@jeremyfontenot.tech
LinkedIn: www.linkedin.com/in/jeremy-fontenot