




Jon Humphreys | Information Technology

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EDUCATION & CERTIFICATIONS

NexThink Associate • 2023 • NexThink Platform

AZ-900 Certification • 2022 • Microsoft Corporation

CCNA: Intro to Networking • 2022 • Cisco Network Academy

- Knowledge of networking including IP addressing, how physical, data link protocols support Ethernet, can configure connectivity between switches, routers, and end devices to provide access to local and remote resources. Participated in 54 labs and accumulated up to 14 hours of hands-on labs. • Received a letter of merit.

A.S. of Science, IT • 2022 • Montgomery County Community College

- 3.7 GPA • Coursework in Computer Science, Java, Project Management, Systems Analysis and Design, Web Design, CCNA, SQL and Agile. • Dean's Commendation List – Fall 2021. • Receiver of Brian S. Damm Memorial Scholarship.

A.A. with Concentration in Communications • 2015 • Spokane Community College

- 3.5 GPA • Received certificates in Advanced Communications studies and Intercultural Communications studies.
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WORK EXPERIENCE

Service Desk Analyst • Santander Consumer USA • 2021 – Current

- Servicing 4000+ associates with operating system, hardware, access, and software related solutions.
- Use of ServiceNow ITIL platform to create and manage incident and support tickets. Create and maintain KB documentation.
- Assisted with the implementation of Office 365, Microsoft Intune for iOS and Android devices, and Cisco Umbrella services for the company.
- Appointed as a trainer and mentor.

Store Manager • GameStop • 2016-2021

- Managed a \$1 million store in sales goals and metrics.
 - Attained a .01% shrink loss for 2018, 2019, 2020 fiscal years.
 - Due to performance, the store was selected for multiple test groups including loss prevention control group and shipping hub test store.
 - Lead the district in reservation performance and was appointed as a mentor for other store leaders.
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PROJECTS

Home Lab

- Multiple Linux Servers running Red Hat Enterprise Linux bound to Windows Server 2019 Active Directory using Server Manager • Splunk SIEM implementation • Cisco Umbrella/OpenDNS for DNS resolution • Automation using Ansible + Terraform
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TOOLS & TECH

Windows OS • Linux OS (CentOS, RHEL, Ubuntu) • Windows 10, 11, Server 2019 • Active Directory/AAD • Azure • Oracle OCI • VS Code
GitHub • Splunk • Ansible • Terraform • VMware