

Jeremy C. Fontenot

IT Professional

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About Me

Driven IT professional with expertise in Service Desk Support, IT systems, and network troubleshooting. I specialize in providing efficient technical solutions, system implementation, and user training to optimize operational performance. Passionate about technology, I continuously expand my skills to address complex IT challenges, creating secure and scalable environments that empower businesses and users alike.

Professional Experience

Service Desk Technician

Logicalis | April 2024 – Present

- Delivered technical support for end-users, ensuring efficient resolution of desktop and software-related issues.
- **Key Metrics:**
- Average resolution time: **0.83 days**.
- **85%** of incidents resolved without reassignment.
- **72%** of tickets resolved on the same day.
- Administered Microsoft 365 and Azure environments, ensuring seamless operation and user access.
- Managed Active Directory and Group Policy configurations, enhancing security and improving system reliability.

Service Desk Representative / Subject Matter Expert

Insight | Oct. 2022 – March 2024

- Provided end-to-end support for desktop hardware, software, and telecommunications systems.
- Resolved complex technical issues across diverse user environments, maintaining customer satisfaction.
- Developed user documentation and conducted training sessions to streamline support processes.
- Consistently met and exceeded service targets through proactive problem-solving and efficient issue resolution.

IT Technician

Completeful Technologies LLC | Feb. 2022 - June 2022

- Configured and maintained Windows and Linux servers to support critical business operations.
- Optimized Active Directory infrastructure and Group Policies to improve network functionality and security.
- Supported end-users with tailored solutions, increasing operational efficiency and reliability.

Technical Support (Contract)

Hughes Network Services | Sept. 2021 – Feb. 2022

- Diagnosed and resolved network connectivity issues for residential and small-business customers.
- Maintained secure IP network configurations, ensuring reliable service availability.

Help Desk Technician, Work Study

Remington College | Dec. 2019 - April 2021

- Provided technical support for students and faculty, ensuring seamless operation of hardware and software systems.
- Assisted with the configuration of campus-wide IT resources, contributing to smooth daily operations.

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

- **Technical Support:** Proficient in troubleshooting desktop hardware, software, and network issues.
- **Systems Administration:** Advanced expertise in Microsoft OS, 365, Azure, and security protocols.
- **Network Management:** Skilled in VLAN configurations, IP routing, VPNs, and network monitoring.
- **Documentation & Training:** Adept at creating detailed user guides and conducting knowledge-sharing sessions.

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

Additional Technical Experience

Advanced Homelab Setup

- Designed a secure, segmented, and scalable network infrastructure using enterprise-grade equipment:
 - **Cox Panoramic Wi-Fi Gateway:** Entry point for internet connectivity, supporting downstream devices.
 - **TP-Link Archer AX1800 Router:** Dedicated to managing VLANs, isolating IoT devices, and guest traffic.
 - **pfSense Router:** Handles internal routing and advanced VLAN configurations for optimal network segmentation.
 - **D-Link DES-3550 Switch:** VLAN-aware switch managing wired devices with enhanced throughput and security.
 - **Dell R710 Virtualization Host:** Powered by VMware ESXi, running services like Active Directory, web hosting, and network monitoring tools.

- Implemented secure remote access using VPN solutions for privacy and accessibility.
- Configured dynamic DNS for consistent external access to hosted services, ensuring seamless connectivity.
- Developed automation scripts using Python and PowerShell to streamline network monitoring and maintenance tasks.

Contact

For professional inquiries, please contact me at:

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