

Jon Crosby

JonathanCrosby.com
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Profile

I am extremely passionate about Information Technology (IT) and Process Improvement. I love teaching and focus on providing excellent customer service. I am humble, diplomatic, and genuinely honest. I maintain a sense of humor under pressure. I place great value in maintaining a productive and harmonious work environment.

Professional Development

- CompTIA Network+ Certification
- CompTIA A+ Certification
- Computer Tutors - Fundamentals of Structured Query Language (SQL)

Professional Knowledge

- Knowledge of hardware and software including personal computers, mobile devices, laptops, operating systems, and peripheral devices
- Knowledge of SCCM (System Center Configuration Manager) and System Administration
- Knowledge of ITIL framework
- Knowledge of IT networking and security
- Knowledge of Active Directory (AD) and Group Policy (GP)
- Knowledge of databases (MSQL/Oracle, querying, administering, troubleshooting)
- Knowledge of Virtualization software (Hyper-V, Citrix, VirtualBox)
- Knowledge of office automation (powershell, batch, VB scripts, task schedules, macros, cron, etc.)
- Knowledge of HTML5, CSS, and JSCRIPT
- Knowledge of Sharepoint, MS Teams, and Office 365 Suite
- Knowledge of Generally Accepted Accounting Principles (GAAP) and the Financial Accounting Standards Board (FASB) Codification

Professional Experience

Florida Department of Economic Opportunity

Desktop Manager | July 2018 – Current

Technical Support Specialist | October 2016 – June 2018 (Promoted)

- Manage System Center Configuration Manager (SCCM) Admin team (Tier 3) responsible for managing active directory, group policy, security vulnerability remediation, operation system deployments, and software deployments (1300 users, 2000 devices)
- Manage Desktop team (Tier 2) responsible for handling advanced issues (>15 min resolve time) escalated from the Service Desk

- Served as technical lead on teams which built and deployed the following software agency-wide: Windows 10 upgrade, Office 2016 upgrade, BitLocker, and LastPass
- Serve as ITIL change manager for the agency
- Serve on agencies Solutions Architecture (SA) and Enterprise Architecture (EA) teams
- Built and matured MDM (Mobile Device Management) program for mobile devices / cell phones
- Built and matured agency policies, procedures, documentation and SharePoint team sites to tie together all materials
- Built comprehensive training program to on-board new staff and help guide them toward any desired IT career path

Aderant – Legal Software

Technical Consultant | June 2016 – September 2016

Technical Support Specialist | March 2015 – May 2016 (Promoted)

- Provided specialized consulting/support for technical issues related to industry leading enterprise legal software applications
- Troubleshoot/debugged complex errors using advanced tools (Wireshark, Fiddler, Windows Debugger, Process Monitor, SQL Profiler)
- Scoped, built, and implemented advanced SQL/database customizations (Reports, Views, Alerts, Columns, Tables, Stored Procedures, Triggers)
- Created and delivered both internal and client training
- Worked with developers and quality control to assist with debugging and testing software
- Served as primary support liaison between company and customer. Provided excellent writing, editing, interpersonal and communications skills
- Promoted and maintained a high quality, professional, service-oriented company image among users

Florida Court Clerks & Comptrollers

Accounting Specialist | June 2012 – September 2014

- Generated and processed over \$12.5 million in annual accounts payable disbursements
- Reconciled \$750 million annually by performing 21 monthly bank reconciliations
- Processed payroll for over 100 employees
- Prepared local, state, and federal payroll tax forms
- Resigned from professional accounting position on good-terms to pursue a career in IT

Education

FLAGLER COLLEGE - Tallahassee, FL
Bachelor of Accounting, 2012

TALLAHASSEE COMMUNITY COLLEGE - Tallahassee, FL
Associates, 2006

References and additional work history available upon request