Jason Cardenas

Technology Professional Intern

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CAREER SUMMARY

Innovative technology professional with hands-on experience in technical support and customer service. Proven track record in troubleshooting diverse technology issues, maintaining compliance with OSHA and HIPAA standards, and enhancing communication skills through community outreach and volunteer work. Currently pursuing opportunities to leverage technical and support skills in a dynamic environment.

CORE COMPETENCIES

Customer Service	Adaptability	Organization
Technical Support	Troubleshooting	Internal Communication
Cross Team Collaboration	Community Outreach	Analytical

RELEVANT TECHNICAL SKILLS

PC Assembly and Maintenance	Windows OS	IT Support
Basic Web Development	Microsoft Office	Mac OS
Virtual Machine Setup	C++ Programming	Linux

EDUCATION

Per Scholas |Cybersecurity, CompTIA CySA+ Certificate Training Program   December 2024

Los Angeles Valley College| 46 credits toward Computer Science   June 2023

Panorama High School| High School Diploma   June 2021

RELEVANT TECHNICAL TRAINING and CERTIFICATION

Per Scholas:
- **NDG Linux Essentials Certificate:** *Linux Commands and Linux OS*   September 2024
- **Cisco Networking Basics:** *Network Management*   September 2024
- **Oracle VM VirtualBox**   October 2024
- **Cisco Cybersecurity Essentials Certificate:** *Network Security, OSI, and TCP / IP Model*   October 2024
- **CompTIA CySA+ Certification:** *Python, Wireshark, Nmap*   In Progress

Cisco
- Cybersecurity Basics   June 2022

Google
- **Google IT Support Certificate:** Installing, configuring, testing, troubleshooting computers and software May 2024

PROJECTS

Per Scholas| *Linux Fundamentals*   September 2024
- **Lab I** – Implemented the initial deployment of a virtual machine and Linux operating system. Developed expertise in configuring appropriate hard disk allocations, proficiently utilizing ISO images, and performing updates on the Linux operating system.
- **Lab II** – Successfully deployed the "Fossa Pup" Linux distribution, ensuring proper installation and configuration
- **Lab III** - Utilized VirtualBox to create a Windows virtual machine (VM) and seamlessly installed VirtualBox Guest Additions for enhanced functionality

Personal Project | Home   June 2023 – Present

- Created and maintained a personal website: JasonCardenas.tech

- Assembled a PC and configured it as well as conducted routine maintenance
- Developed programs in C++

Manufacturing Bootcamp | Los Angeles Valley College   July 2021 - August 2021
- Built a project with rotating lights from scratch utilizing a soldering iron
- Gained in depth knowledge in the process of manufacturing as well as lean manufacturing, precision measuring instruments, and soldering experience
- Led and participated in multiple team building activities which improved my leadership skills and my communication

PROFESSIONAL EXPERIENCE

Technology Professional Intern | Internal Services Department | Los Angeles, CA   May 2023 – Present
- Resolved 95% of technology issues on first contact, improving customer satisfaction
- Ensured compliance with OSHA and HIPAA standards through training and meticulous handling of PII
- Participated in community outreach events, strengthening internal and external relationships
- Obtained Google IT Support Certificate from Coursera

Technical Support Volunteer | CyberSeniors Headquarters | Toronto, Ontario   December 2022 – July 2023
- Taught seniors how to use various devices including phones, computers, tablets, and printers
- Preformed troubleshooting for these various devices and routers
- Developed user-friendly slides, documents, and videos on various technical topics for program members
- Communicated effectively through Twilio Flex, Zoom, and other tools, adapting approaches for user comfort and comprehension
- Educated seniors on using devices, achieving a 100% issue resolution rate while developing accessible guides