

Jonathan Tomattis

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Professional Summary

I have been in the field of I.T. for six years now. My current Job title is a Helpdesk Technician. I work with a ticketing system, troubleshooting software, administering Microsoft 365, and active directory. I am always looking to advance in my career and studies. I have worked on a variety of systems and different technologies such as Servers, Virtual Machines, Firewalls, Laptops, Desktops, Operating Systems, Network Devices, and more. I enjoy the continuous learning and growth that this field offers. I am currently pursuing my associate degree in information technology and Cybersecurity.

Work Experience

IT Help Desk Technician

iVenture Solutions, Inc. | Jacksonville, FL

April 2025 to Present

As a Help Desk Technician at iVenture Solutions, I help support over 250 companies' IT needs. I handle between 20-25 tickets daily, covering a wide range of IT tasks including software troubleshooting, VPN configuration, Microsoft 365 administration, password resets, Exchange administration, and Microsoft Teams support.

Help Desk Technician

Jewish Federation of Palm Beach County | Palm Beach, FL

July 2023 to April 2025

As a Help Desk Technician at The Jewish Federation, I am the main point of contact for resolving technical issues. I travel to three different locations to provide IT support. I specialize in troubleshooting software issues, providing great customer service while resolving these issues, and administering the environment. I configure and maintain security groups in active directory and Microsoft Entra ID. I am also in charge of onboarding new users and offboarding users that are leaving the company. Additionally, I implement KnowBe4 email security measures to protect against phishing and other threats. Managing file access, password resets, and outlook questions are daily tickets. I use RMM tools such as ConnectWise and RDP to manage workstations. No matter the issue, whether it's firewall-related or network-related, I have the skills to identify and resolve the problem. If I encounter an issue where I don't immediately know the solution, I am committed to researching it and resolving the issue within a timely manner to meet the customers' satisfaction and SLA.

Technical Support Specialist

Trulieve | Stuart, FL

January 2020 to July 2023

As a technical support specialist at Trulieve, I specialize in troubleshooting software, providing exceptional customer service, and manifesting delivery routes using Microsoft products and GPS software to calculate the best routes for my coworkers. Part of my job responsibilities involved guiding customers through the process of navigating the company website to place orders for their products. I used a POS system to track customer orders and purchases. I provided clear, step-by-step instructions to ensure customers could easily access the tools and features they needed to complete their purchases. In addition to delivering excellent customer service, I utilized an RMM tool called TeamViewer to remotely troubleshoot technical issues that customers were experiencing. Occasionally, as a technical support specialist, I answered phone calls, adjusted network printers, and reconfigured IP phones as needed.

Education

Information Technology (University)

DeVry University-Chicago | Remote

January 2020 to January 2022

Skills

Microsoft 365 Administration **Active Directory** **Firewalls** **Computer hardware** **Mobile devices** **IT**
Printer Support **Desktop support** **Switches** **Customer service** **Windows** **microsoft 365** **VPN**

Certifications and Licenses

Microsoft Certified: Azure Fundamentals

MS-900

CompTIA ITF+

ITE Certificate Devry University

CompTIA PenTest+

CompTIA Security+

CCNA

CompTIA Network+