

JASON RODRIGUEZ

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PROFESSIONAL SUMMARY

Customer-focused IT Specialist with 10+ years of hands-on experience providing onsite technical support in macOS and Windows environments. Proven expertise in SaaS administration (Google Workspace, Office 365), device lifecycle management with MDM platforms (Intune, Hexnode), and asset inventory oversight. Skilled in conference room AV setup, network troubleshooting, and creating knowledge base documentation. Known for exceptional problem-solving abilities, collaborative teamwork across distributed teams, and maintaining high user satisfaction in fast-paced environments.

CORE COMPETENCIES

- **Onsite IT Support & Help Desk:** Hands-on troubleshooting for macOS-dominant and Windows environments
- **SaaS & Identity Management:** Google Workspace (GSuite), Office 365, Slack, JIRA, Asana, Confluence administration
- **Device Lifecycle & MDM:** Intune, Hexnode, asset procurement, provisioning, inventory tracking, repairs
- **Conference Room & AV Support:** Video conferencing systems, meeting room setup, livestream troubleshooting
- **Network Management:** TCP/IP, VPNs, Cisco equipment, Ubiquiti, Wireshark, performance monitoring
- **Documentation & Knowledge Base:** Creating runbooks, ticketing system management, CRM documentation

TECHNICAL SKILLS

Operating Systems: macOS (primary), Windows 10/11, Linux (Ubuntu, Red Hat, Kali), iOS, Android

SaaS Platforms: Google Workspace, Office 365, Slack, Notion, JIRA, Asana, Confluence

MDM & Device Management: Microsoft Intune, Hexnode, Assetbot, Jamf Pro (learning), Mosyle

AV & Conferencing: Video conferencing systems, meeting room setup, livestream support, POS devices

Networking: TCP/IP, Cisco Routers & Switches, Firewalls, VPNs, Cisco AnyConnect, NMAP, Wireshark, Ubiquiti

Cloud Platforms: Microsoft Azure, AWS, VMware, VirtualBox, UTM

Scripting & Security: PowerShell, Python (basic), Active Directory, Security Best Practices, SQL, SecureCRT

PROFESSIONAL EXPERIENCE

Business Technical Support I

Spectrum Business | Austin, TX | 2026 – Present

- Serve as the main point of contact for mid and large business clients, managing communications and escalations for Spectrum's data, voice, video, and managed services
- Respond to client's issues reported through phone, trouble tickets, email, and portals consistently, meeting established quality and productivity benchmarks.
- Document technical issues in the Spectrum system and coordinate fixes with internal and external teams.
- Support clients on network technologies including fiber Internet access, Ethernet, Unified Communications, Trunking, TV, Managed Security and Managed Wi-Fi
- Troubleshoot incidents involving WAN/LAN topologies, fiber and voice technologies, plus large corporate hardware and software environments.

IT Support Technician

Restore Hyper Wellness | Austin, TX | 2025 – Present

- Deliver Tier I/II onsite support for Windows, macOS, and Chromebook devices, resolving escalated desktop, software, and network issues while consistently meeting SLA response times
- Install, configure, and maintain video conferencing systems, printers, and POS devices for optimal operational efficiency
- Manage comprehensive IT asset inventory, including procurement, receiving, shipping, and lifecycle tracking of hardware
- Provide exceptional customer-first support, guiding users through technical processes and documenting all resolutions in ticketing/CRM systems for knowledge sharing
- Support 200+ users, 12 locations, 50+ tickets/week, 95% FCR, 100+ devices, \$150K inventory, 20% ticket reduction, 20+ onboardings/month

System Integration Lead

General Motors | Austin, TX | 2022 – 2024

- Supported large-scale deployments of Windows, macOS, and Linux systems for manufacturing operations, ensuring seamless integration
- Diagnosed and resolved technical issues for PCs, laptops, tablets, and printers during critical product launch IT rollouts
- Collaborated with distributed Tier II/III teams on escalated technical issues, ensuring timely resolution and service delivery
- Assisted 50+ systems, 99% uptime, 100+ escalations, 5 time zones, 30% faster resolution, 1,000+ users, \$1M budget
- Oversaw IT asset procurement, inventory management, and vendor coordination to ensure project timelines and budgets were met

Transportation Security Officer

Transportation Security Administration | Miami, FL | 2007 – 2022

- Provided end-user IT support in Windows and macOS environments, troubleshooting software, hardware, and connectivity issues
- Collaborated with Tier II/III help desk personnel to resolve escalated IT problems and maintain operational continuity
- Maintained 50+ personnel, 500+ tickets/year, 99.5% uptime, 200+ assets, 50+ security incident
- Applied cybersecurity tools and methods to detect unauthorized network activity and secure digital assets, documenting all incidents and resolutions

EDUCATION & CERTIFICATIONS

Bachelor of Science in Cybersecurity | Champlain College | GPA: 3.29/4.0 | 2017-2020

Certifications: CompTIA A+ ce (exp. Mar 2028) • CompTIA Security+ (Jan 2023) • Google IT Support Certificate • Google Cybersecurity Certificate • Google Project Management Certificate • Computer Forensics & Digital Investigation (CFDI) | AWS Certified Cloud Practitioner CLF-C02 (Mar 2029)