Jonathan Thorne

Somerset, New Jersey, United States · jon@jonthorne.com · 7327133297 · in/jonathan-thorne-361751141/ · https://github.com/unquenchedservant

SUMMARY

Experienced IT Technician with an associates degree from Raritan Valley Community College. Passion for setting up environments and applications and looking through configurations to solve issues and implement programs and strategies that better help the organization I am a part of.

EXPERIENCE

Help Desk Analyst
SHI International Corp   **June 2022 - Present, Somerset, NJ**

- Resolved an average of 30+ technical and software issues per day for users, achieving high customer satisfaction and constantly being a top-performer through efficient problem-solving and communication skills.
- Part of a successful project to upgrade ~7k users to Windows 11 in a 2 month time frame.
- Conducted Root Cause Analysis to determine why an issue was occuring.

IT Specialist
Evangel Church   **June 2016 - December 2020, Scotch Plains, NJ**

- Maintained all IT systems for a 25 user organization.
- Updated outdated and fragile file systems with a HPE server with VMWare partitions. Assisted contracted help in setting up Windows Server and the new file systems, making sure no dowtime occured.
- Provided support for desktops and laptops as well as servers.
- Automated weekly livestreams from scratch, building a program that could be used in the future for other use cases for the organization.
- Ensured network uptime during critical moments, such as Sunday and Wednesday livestreams.
- Maintained 10 check in kiosks for various events

PROJECTS

Volunteering
Operation Christmas Child · https://samaritanspurse.org/ · November 2009 - Present
- Volunteer yearly to collect and pack shoeboxes into cartons and load them on the truck.
- Within the last 5 years, I've moved to being in charge of all truck operations, ensuring volunteer safety and training, while quickly packing cartons on to a trailer.

Unquenched Bible
Unquenched Tech · https://github.com/unquenchedservant · January 2019 - February 2022
- Built an Android application for a Bible reading plan on Android, in Kotlin that was used by hundreds of people globally.
- Maintained backend databases to ensure 99% uptime.
- Entirely self-taught.

EDUCATION

Associates in Information Systems & Technology
Raritan Valley Community College · Branchburg, NJ · 2017 · 3.0
- Invited to join, and subsequently joined Alpha Beta Gamma, an international Business honor society.

INVOLVEMENT

President
Raritan Valley Community College · Raritan Valley Radio · September 2015 - June 2016
- In charge of coordinating entertainment for school events.
- Held weekly meetings with a team of 10 radio enthusiasts.
- Built our website from scratch, and rebuilt our radio program for the internet age.

SKILLS

Coding: HTML, CSS, Javascript, Python, Kotlin, Java, BeautifulSoup4, Selenium

Soft Skills: Communication, De-Escalation

Technical: Azure/Entra ID, Windows Server, Intune, MacOS, Windows, Linux, DNS management

Fields of Interest: Development, SysAdmin, Service Desk Analyst in a higher tier, Networking