JEFF RODIA

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Working with computers has always been a passion of mine. After building my first personal computer, it gave me the confidence to then build my church's Apache server to host their website, which I also helped code. From there, I have always desired to learn more about technology.

My main focus has primarily been hardware and network related, however, I have recently been interested in the cloud and exploring what kind of options that can bring to the table. I am currently working on acquiring my CCNA certification before moving on to cloud-focused certifications.

EDUCATION/CERTIFICATIONS

Master of Arts & Religion, 2013 - LIBERTY UNIVERSITY, Lynchburg, VA
Bachelor of Science, 2010 - HUNTINGTON UNIVERSITY, Huntington, IN
CompTIA Security+ Certification
CompTIA Network+ Certification
Boomi Professional Linux Operational Administrator
Boomi Professional Windows Operational Administrator

SKILLS & EXPERTISE

EXPERTISE: IT System Administration, System Implementation, Technical Support, Project Management, Customer Service, Resource Management, Quality Assurance, Technical Training
PROFICIENT TECHNOLOGIES: Ubuntu Server, Proxmox, Docker, VLAN, Unifi, Cloudflare Tunnels, VPN, SSH, TCP/IP, Windows, Linux, Virtualized Systems, Wireshark, Pi-Hole, Octo-Pi
HARDWARE: Aruba 2530 Switches, Unifi Switches, HP Proliant DL360, Dell PER620, TCX Sky 777/786/785, Raspberry Pi, Arduino
LANGUAGES: Python, YAML, Bash

PROFESSIONAL EXPERIENCE

TJSC - **Sr. Field Technician (2021 - Present)**
- Coordinate field service projects focused on configuring, implementing, and supporting IT systems, including setting up POS systems, workstations, configuring IP networks, installing security cameras, and implementing structured network cabling.
- Ensure that all systems and services are deployed and functioning according to customers' business and technology requirements.
- Drive high levels of customer satisfaction by communicating with customer points-of-contact throughout all phases of system deployment and support processes.
- Assist technical support teams to develop and test scripts used to automate software installations, helping to develop new technology tools that improve delivery and support processes.
- Conduct customer training following new system implementations and upgrades, educating users in the optimal use and administration of IT solutions.
- Prioritize field support projects in order to efficiently allocate field service resources and strategically manage service backlogs according to immediate and evolving business needs.

ISLAND AUTO DETAILING, Monroeville, NJ - **Professional Detailer / Owner (2020 - Present)**
- Manage and maintain website via Wordpress.

- Installed 3cx VOIP system in an AWS cloud instance and configured the system with multiple extensions and an IVR.
- Utilize VLAN segregation to separate work networks from guest network.

*Early career available upon request