

J.B.

More than your
average IT guy.

Chicago-based IT professional. Natural troubleshooter. Experienced across myriad systems. Reliable & adaptable. Organized & detailed. *I believe in a human-centered approach to IT.*

Experience

Midsized MSP / IT Technician II - On-Site

2024 - Present, Chicago, IL

Sole on-site technician for medium-sized MSP's Chicago division. Supports over 40 clients across various industries. Supports on-prem, datacenter, and Azure servers. Manages Windows, macOS, and Linux systems, including various line-of-business software. Spearheaded documentation overhaul. Travels to client sites as needed. Supports firewall configurations, VoIP systems, and ISP connections.

Promoted to Technician Level II in April 2025. 110+ five-star reviews from clients.

Contracting Company / IT Technician & Web Admin

2023 – 2024, Hunt Valley, MD

Supported IT systems for this regional construction contractor. Deployed workstations to headquarters and remote sites. Assisted installation of security systems. Built and managed company websites. Handled all aspects of marketing, media, and content creation.

Mac Shop / Repair Technician & Transportation Coordinator

2021 – 2023, Skokie, IL (+ interstate travel)

Repaired hardware and software of Apple devices in a warehouse environment. Travelled throughout the country to work with buyback clients. Facilitated the acquisition of hundreds of thousands of devices. Transported devices to headquarters via box trucks and LTL freight. Promoted to Team Lead within six months.

Education & Certifications



Security+, Network+, A+ Certifications / CompTIA

January 2025, March 2023, January 2021, respectively

University / 3.71 GPA

Graduated 2019, Chicago, IL

Skills

Networking / Hardware repairs / Troubleshooting / Security incident response / Active Directory / Windows, macOS, Linux / Microsoft 365, Google Admin / e-Discovery / Systems administration / VoIP / DNS / Virtualization / Hardware & software configuration / Client experience

Public speaking / Can lift 75lbs unassisted / Camera operator / Creative software (Adobe suite, Affinity suite, Davinci Resolve) / Driver of box trucks of all sizes / Comfortable on ladders and with power tools / SQL, HTML, CSS (basic) / Licensed drone operator / Licensed boat operator