

# Jonathan A. Miranda

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## SUMMARY

Results-driven IT professional with over 10 years of experience supporting, analyzing, and improving enterprise systems and applications across diverse environments. Proven track record of managing full system lifecycles, from requirements gathering and solution design through implementation, testing, and ongoing support. Strong background in troubleshooting complex technical issues, maintaining system stability, and meeting performance and SLA targets. Experienced in collaborating with cross-functional stakeholders to deliver scalable solutions that improve operational efficiency and user experience. Skilled in Microsoft technologies, including SharePoint and Power Platform, with a focus on workflow automation and system integration. Brings a continuous improvement mindset with a strong interest in AI-driven solutions to enhance processes, service delivery, and long-term system performance.

## EXPERIENCE

### Technical Account Manager

Oct 2024 – Mar 2026, Santa Ana, Ca

Numa Networks

- New customer onboardings: deploy core management and monitoring tools, complete an initial environment assessment, and activate security and visibility services to establish a clean baseline. Align endpoint protection, backup coverage, and patching standards with the customer's risk tolerance and business goals. Deliver a documented starting point for ongoing reliability, security, and reporting.
- Conduct initial Technology Alignment Reviews and security audits; identify risks, build 90-day remediation plans, and communicate to exec and technical stakeholders.
  - Deliver Lunch & Learn sessions (MFA, phishing, incident response) and assist with scoping infrastructure changes (network refresh, cloud migrations, security stack updates).
  - Support midrange/server environments hosting critical apps in high-availability settings; follow formal change management, problem resolution, and backup/DR procedures.
  - Install, configure, maintain, and upgrade operating systems and core services; test and implement vendor patches within maintenance windows and rollback plans.
  - Monitor and tune system utilization/performance (CPU, memory, I/O, storage) and conduct capacity planning to meet agreed SLAs; escalate and resolve system anomalies.
  - Manage storage capacity, system integrations, and device connectivity to keep business systems reliable and scalable. Maintain clear documentation, standard procedures, and operational runbooks to support consistent delivery, faster issue resolution, and audit readiness.
  - Lead deployments and coordinate project teams for OS releases, server builds, and hardware upgrades; provide guidance to junior analysts as needed.
  - Implement and regularly test backup/restore and disaster recovery solutions; drive improvements in RPO/RTO.
  - Evaluate and select monitoring, storage, security, and management tools; build utility scripts/automation to enhance operations.
  - Maintain system security per policy (hardening, patch cadence, access controls); review and act on SOC alerts; lead containment/eradication and root-cause remediation.

### Service Desk lead

NUMA Networks

Sept 2020 – Oct 2024, Santa Ana, CA

- Supervised and mentored help desk technicians, ensuring high performance, professional growth, and adherence to SLAs.
- Managed daily operations of the service desk, including ticket triage, escalation handling, and workload distribution.
- Developed and maintained standard operating procedures (SOPs), knowledge base articles, and process documentation.
- Collaborated with internal teams and vendors to resolve complex technical issues and support infrastructure initiatives.
- Monitored daily ticket queues and facilitated staff supervision for a Tier 1 team of 7 analysts, maintaining a 2-hour average response SLA over 12 months using PSA ticketing platform.
- Directed Overseeing Division Operations for a 15-member cross-functional team, enhancing workflow efficiency by 28% over 18 months through optimization of incident management processes on Autotask and routine KPI review meetings.
- Facilitated staff training programs for 10 service desk team members, conducting monthly sessions over 12 months to improve resolution rates by 22% and ensure consistent application of PSA platform procedures.
- Implemented quarterly staff performance evaluation processes for a 10-member service desk team over 18 months using PSA reporting tools, resulting in a 19% increase in resolution accuracy and targeted individual development plans.
- Spearheaded staff recruitment campaigns, conducting quarterly candidate assessments and onboarding using Workable ATS to reduce time-to-fill by 21% and support sustained SLA adherence.

### Technical Support Analyst, Escalation engineer

NUMA Networks

July 2018 – Sept 2020, Santa Ana, CA

- Provided Tier 2/3 support for complex technical issues across desktops, networks, cloud services, and applications.
- Acted as an escalation point for unresolved tickets, ensuring timely and accurate resolution within SLA targets.
- Collaborated with engineering and vendor support teams to diagnose and resolve recurring or high-impact issues.
- Documented resolutions, contributed to the internal knowledge base, and recommended process improvements.

### Technical Support analyst, Associate and tier 1

NUMA Networks

Feb 2016 – July 2018, Santa Ana, CA

- Provide first-level technical support to end-users via phone, email, or ticketing system for hardware, software, and connectivity issues.
  - Set up and configure desktops, laptops, printers, and mobile devices according to company standards.
  - Assist with onboarding and offboarding tasks, including account creation, access provisioning, and equipment deployment.
  - Monitor and respond to incoming tickets, escalating issues to higher-level support when necessary.
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## **CERTIFICATIONS**

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**ITIL v4 Foundation Certified – 2025**

**CompTIA A+**

**CompTIA Network+, Fortinet Certified Associate in Cybersecurity**

**TruMethods Framework**

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## **SKILLS**

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Autotask, Datto RMM, Screen Connect, Axcient BCDR, Datto BCDR and SaaS protection, Microsoft Azure, Entra ID management, Microsoft 365, SharePoint, Intune and endpoint management, VMware 8.0.2, VMWare Horizon, Windows Server, Aruba switching, FortiGate, UniFi network stack.