

JESUS VERA

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SUMMARY

IT support professional with 5+ years in help desk and desktop support roles, providing Tier 1 and Tier 2 support to end users across hardware, software, and business applications. Primary support contact for 600+ users at Electronic Arts, logging and resolving requests in ServiceNow at 95%+ SLA compliance. Strong hands-on Windows troubleshooting, with day-to-day work in Active Directory, Microsoft 365, and endpoint management through SCCM and Intune. Handles onboarding and offboarding, asset inventory, and system rollouts and patching. Known for clear, patient communication with non-technical users.

SKILLS

Support: Tier 1 and Tier 2 troubleshooting, desktops, laptops, printers, mobile devices, peripherals, OS imaging

Ticketing & Documentation: ServiceNow, Jira, incident logging and tracking, SLA compliance, escalation, knowledge base authoring

Accounts & Access: Active Directory, Azure AD / Entra ID, Group Policy, permissions management, onboarding and offboarding

Business Applications: Microsoft 365, Exchange, Teams, SharePoint, Office Suite, Dynamics CRM, application troubleshooting

Endpoint Management: SCCM, Intune, Windows Autopilot, JAMF Pro, MDM, application deployment, automated patch management

Networking & Security: DNS, DHCP, VPN, Wi-Fi, TCP/IP, LAN/WAN, network printer deployment, MFA, SSO, BitLocker, SentinelOne

Operating Systems: Windows 10/11, Windows Server, macOS, Linux

EXPERIENCE

L2 Desktop Support Engineer | Electronic Arts

Los Angeles, CA | 2022 – Present

- Provide Tier 1 and Tier 2 support for 600+ end users, logging, tracking, and resolving requests in ServiceNow at 95%+ SLA compliance.
- Troubleshoot and resolve issues across desktops, laptops, printers, mobile devices, and peripherals, desktide and remotely over VPN.
- Manage user accounts, access, and permissions in Active Directory and Entra ID; handle onboarding and offboarding including hardware setup and system access.
- Support business applications for 600+ users, including Microsoft 365, Exchange, Teams, SharePoint, and Dynamics CRM.
- Escalate complex issues to senior engineering and infrastructure staff with full diagnostic documentation to speed resolution.
- Led a Windows 11 rollout across 600+ endpoints, delivered 3 weeks early with zero production outages.
- Built a zero-touch deployment pipeline with SCCM, Intune, and Autopilot, standardizing application deployment and patching and cutting setup from 4 hours to under 90 minutes.
- Maintain IT asset inventory; helped build a new asset management database in ServiceNow for equipment tracking and lifecycle management.
- Write and maintain knowledge base articles, runbooks, and SOPs for the support team.

Help Desk Technician | Treyarch Studios

Santa Monica, CA | 2022

- Imaged, deployed, and relocated workstations for 200+ staff; maintained asset inventory and managed hardware refresh cycles.
- Resolved hardware, OS, driver, and peripheral issues through Jira, phone, and desktide support, averaging under 2 hours per ticket.

IT Technician | Synergy Kinetic Academy

Los Angeles, CA | 2021 – 2022

- Deployed and managed Windows and macOS endpoints for 150+ staff using JAMF MDM, reaching 100% compliance in 60 days.
- Resolved networking, file sharing, and print service issues campus-wide; managed DNS/DHCP and guest Wi-Fi segmentation.
- Built a searchable knowledge base that cut repeat ticket volume by 30%.

IT Support Technician | Central City Community Health Center

Los Angeles, CA | 2020 – 2021

- Supported 100+ clinical and administrative staff with account provisioning, EHR application support, endpoint troubleshooting, and VPN access.

EDUCATION & CERTIFICATIONS

B.S. Computer Science & Engineering — University of California, Merced

JAMF 100 Certified (2024) | Google IT Support Professional Certificate | ITIL Foundation (Expected Dec 2026)