




JONATHAN LEAL

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EDUCATION

Bachelor of Science in Information Technology | Florida International University
GRADUATED AUGUST 2019



EXPERIENCE

IT Technician | City of Sweetwater Police Department

12/7/2020 – PRESENT

- Led technical audit to update infrastructure and bring systems up to FDLE compliance.
- Provisioned accounts and access on G-Suite.
- Administrated local and Azure Active Directory including security groups, user accounts, SharePoint, etc.
- Troubleshoot software and hardware issues (Servers, VPN, client issues).
- Managed network security through Sophos firewall and network scans.
- Designed training documentation for employees.
- Automated minor workflows with Power Automate and Python scripting.
- Coordinated with administrative staff and FDLE to develop proper and enforceable IT policies.

Customer Relationship Management Assistant | 305 Plastic Surgery

09/15/2019 – 12/6/2019

- Managed Infusionsoft customer contact database.
- Automated database entry de-duplication with Python.
- Answered basic customer questions.



VOLUNTEER EXPERIENCE

Level 1 Help Desk Technician Intern | Nutech Answers

3/15/2016 – 6/15/2016

- Provisioned Active Directory accounts for Banyan Health Systems based on incoming tickets in Connectwise.
- Used LabTech to remotely troubleshoot PC's.
- Communicated issues and solutions to clients via phone, online chat, and e-mail.



SKILLS

- Fluent in Spanish and English.
- Years of troubleshooting hardware and software including Linux and Windows.
- Basic networking skills.
- Experience scripting (Java, Python, Bash).



SOFTWARE EXPERIENCE

- Enterprise Solutions: Active Directory, LabTech, Connectwise, Google Workspace.
- Marketing Software: FixYourFunnel, ManyChat, Infusionsoft/Keap.
- Productivity Software: Microsoft Office Suite, G-Suite, Power Automate, Sharepoint.