

JONNATHAN GAINYARD

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SUMMARY

Dynamic IT professional with 5+ years of experience in Level 1–2 technical support, hardware/software troubleshooting, and client management. Proficient in Windows OS, Active Directory, VPN, and ticketing systems like ServiceNow and ConnectWise. Certified in Microsoft Azure Fundamentals (AZ-900) with a proven track record of delivering exceptional customer service and technical solutions.

WORK EXPERIENCE

Customer Support Representative (Remote) **Jan 2026 – Present**

Tactacam

- Deliver top-tier technical support to customers, resolving product and software issues efficiently across multiple channels.
- Engage with customers via phone and other support channels, maintaining a professional and empathetic tone throughout each interaction.
- Diagnose and troubleshoot technical problems, identifying root causes and walking customers through clear, step-by-step solutions.
- Consistently ensure high customer satisfaction by following up on open cases and advocating for timely resolutions.
- Collaborate cross-functionally with internal teams to escalate and resolve complex issues requiring additional expertise.
- Maintain detailed, accurate records of all customer interactions and resolutions within the ticketing system.
- Adhere to company policies and procedures while efficiently managing a high volume of inbound calls.

Overnight Stocking Associate **May 2025 – Present**

Walmart

- Unload General Merchandise and grocery delivery trucks, break down pallets, and sort cases by department and aisle to prepare the floor for restocking.
- Stock shelves according to planograms, rotate products to bring older inventory forward, and maintain full, clean facings throughout assigned sections.
- Organize and bin overstock merchandise in backroom storage using Walmart inventory management devices, keeping accurate stock counts.
- Perform zone recovery before store opening — pulling products to shelf fronts, removing damaged or expired goods, and clearing packaging from aisles.

Service Desk Analyst I **Nov 2024 – Jan 2026**

UnityBPO

- Resolved technical software and hardware issues, including VPN connectivity, Active Directory management, and troubleshooting for laptops, desktops, printers, tablets, and VOIP telephony.
- Assisted multiple clients across various ticketing systems, ensuring timely resolution of issues.
- Escalated unresolved tickets to appropriate teams while adhering to ITIL framework guidelines.
- Provided End-User Electronic Health Record (EHR) usability support to medical staff, improving system efficiency.

NGH Support Specialist (Client Support Helpline) **May 2023 – Oct 2024**

NielsenIQ

- Utilized Microsoft Dynamics CRM to provide email-based support to global customers, resolving account lockouts, reporting errors, and access requests.
- Managed case queues and collaborated with managers via Microsoft Teams to address ad hoc requests.
- Resolved software registration and access issues using the ServiceNow ticketing system.

IT Support Technician **Oct 2022 – Mar 2023**

HonorBuilt

- Delivered Level 1 technical support for Point of Sale (POS) setups via phone, email, and remote tools.
- Diagnosed and resolved network issues related to DHCP, DNS, and Windows OS.
- Optimized performance of file servers, workstations, and peripheral devices.
- Documented all interactions and resolutions in the ConnectWise ticketing system.

Customer Retention Specialist

Jan 2022 – Aug 2022

Sutherland

- Addressed customer inquiries and complaints via phone and email, achieving a high satisfaction rate.
- Identified upselling opportunities using in-depth product knowledge.
- Processed purchases, upgrades, and service requests using Zendesk and Amdocs CRM systems.
- Built customer loyalty through empathetic communication and proactive issue resolution.

IT Support Technician

Sep 2018 – Mar 2020

ASAP / NetSource MSP

- Assisted staff with desktop and laptop setups, hardware upgrades, and PC troubleshooting using the ServiceNow ticketing system.
- Collaborated with vendors to enhance operations and asset management.
- Maintained records of IT equipment and service tags for asset tracking.

Technical Support Specialist

Jun 2014 – Jun 2016

FingerCheck / FingerTecUSA

- Provided first-line technical support for time-management systems in Windows and cloud environments.
- Assisted clients with connecting biometric time clock terminals via remote support software.
- Trained employees on time-management procedures and enrolled them on biometric time clock terminals.

KEY SKILLS

Technical – Windows OS, Active Directory, VPN, DHCP, DNS, SaaS, Microsoft Dynamics CRM, ServiceNow, ConnectWise

Soft Skills – Critical Thinking, Problem-Solving, Customer Service, Organization

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals AZ-900

Credential ID: 4F3AE67200E07FB5 · Dec 2024

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PROJECTS

Azure Cloud Resume Challenge

Jan 2026 – Jun 2026

Cloud Administrator Portfolio Project | Completed | www.jaygeetech.cloud

Technologies: Azure Static Web Apps, Azure Functions, Cosmos DB, GitHub Actions, Bicep/ARM (IaC), Custom Domain

- Started in January 2026 with a goal to transition into cloud administration, beginning with foundational HTML and cloud concepts while managing two jobs and family responsibilities.
- Navigated real-world time constraints over six months, completing the full Cloud Resume Challenge in June 2026.
- Designed and deployed a full-stack serverless resume website on Azure Static Web Apps with a custom domain (www.jaygeetech.cloud) and HTTPS.
- Built an Azure Function (HTTP trigger, Node.js) as the backend API, incrementing and returning a live visitor counter on each page load.
- Stored and persisted the visitor count in Azure Cosmos DB (SQL API), demonstrating NoSQL database integration in a cloud-native architecture.
- Automated infrastructure provisioning using Bicep templates, validated with az deployment group what-if and successfully redeployed to a fresh environment via ARM template.
- Implemented a CI/CD pipeline with GitHub Actions to automatically deploy front-end changes on every commit to the main branch.
- Configured CORS, secured the Function endpoint, and resolved Extension Bundle v4 binding compatibility issues during troubleshooting.

Interactive Naming Convention Bicep Template

Jun 2026

Cloud Infrastructure Project | Completed

Technologies: Bicep/ARM, Azure CLI, Microsoft CAF Naming Standards, GitHub

- Built a reusable Bicep template with an interactive naming engine — at deploy time, the Azure CLI prompts for a company prefix, environment, and instance number, then generates all resource names automatically following Microsoft Cloud Adoption Framework standards.
- Deployed and validated in the PlayCloud sandbox environment, provisioning four CAF-compliant named resources in 46 seconds from three interactive inputs.
- Demonstrated cross-location workflow: cloned the repository to a second machine, installed Git, authenticated via personal access token, resolved a merge conflict, and pushed to GitHub from a clean environment.
- Template is reusable across any client environment — change the prefix from jg to contoso and the same template provisions a completely different named infrastructure stack.

AWS S3 Secure Access Configuration

Jul 2025

Junior Cloud Administrator Project | Client-Facing Implementation

Technologies: AWS S3, IAM, Bucket Policies, AWS Management Console

- Set up and configured an Amazon S3 bucket to store and manage digital product assets for a small business client.
- Implemented a secure access control model using bucket policies:
 - Enabled public read-only access to individual object URLs for direct product delivery.
 - Denied bucket listing and read access to unauthorized users, including other AWS accounts.
 - Ensured full access permissions were retained exclusively by the bucket owner.
- Applied least privilege principles to support both secure external access and internal administrative control.
- Used the AWS Console and JSON-based policies to configure and validate access, aligning with AWS best practices for object storage security.

Secure Digital Product Delivery System with AWS S3 & WordPress

Sep 2016 – Jul 2018

Cloud Administration Project | Client-Facing Implementation

Technologies: AWS S3, IAM, Bucket Policies, WordPress CMS, WooCommerce, JSON, Cloud Security

- Designed and deployed a secure digital product distribution system using Amazon S3 to host downloadable content (e.g., PDFs, videos).
- Created and managed S3 buckets, uploading products and configuring object-level permissions to allow public access only via direct links shared after purchase.
- Developed and enforced custom S3 bucket policies using JSON to:
 - Deny s3:ListBucket to unauthorized and external AWS accounts.
 - Prevent unauthorized browsing via the AWS Console or API.
 - Grant full administrative control (s3:*) to the bucket owner only.
- Applied IAM and least-privilege principles to protect assets and ensure secure cloud operations.
- Integrated secure Amazon S3 links into a WordPress e-commerce site (WooCommerce), automating product delivery post-payment.
- Transcribed and published video content as blog posts through WordPress, scheduled for release to drive organic traffic and sales conversions.
- Contributed to a high-performing digital sales funnel that generated over \$500,000 in revenue during tenure.

Demonstrated hands-on experience with AWS services and security concepts:

- Amazon S3: bucket configuration, object storage, access permissions
- IAM: user permissions, identity-based access control
- S3 Bucket Policies: secure public access using JSON policy definitions