Jonathan Frontela

Network Administrator | Security Analyst | IT Support Specialist

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"Securing systems, supporting people."

PROFESSIONAL SUMMARY

IT Support Specialist and Network Administrator with 4+ years of experience spanning field IT, executive support for Fortune 500 companies, multi-site deployments, and cybersecurity. CompTIA A+ certified with a BA in Information Technology and a Certificate in Cybersecurity. Skilled in network infrastructure, cloud services (Azure/AWS/M365), security operations, and process automation. Passionate about building secure, efficient IT environments.

WORK EXPERIENCE

Network Administrator / Security Analyst

Digital Tsunami LLC - Delray Beach, FL | August 2024 - Present

- Manage and maintain comprehensive oversight of IT infrastructure, including security, networking, and technical operations
- Perform ongoing security assessments and implement cybersecurity protocols to protect sensitive data
- Administer and configure network equipment: routers, switches, firewalls, and wireless access points
- Provide advanced technical support and troubleshooting for Level 2 and Level 3 issues
- Oversee deployment, monitoring, and maintenance of server systems and cloud services
- Manage user accounts, permissions, and access controls through Active Directory, Azure AD, and Office 365
- Conduct network diagnostics, proactively resolving potential security and connectivity issues

Technical Solutions Engineer

Tech1, Inc - Boca Raton, FL | March 2024 - July 2024

- Managed printer/scanner configuration and deployment across multiple locations
- Led project management for office site setup in multiple states
- Server and firewall configuration and deployment
- Azure AD / Office 365 administration and management
- Phone system configuration including VoIP routing and trunking
- Helpdesk Level 2 & 3 support; ticketing via Zendesk and Autotask
- AV system management: Zoom controller rooms, Crestron AV

Executive IT Support

Dycom Industries, Inc - Palm Beach Gardens, FL | August 2023 - December 2023

- On-site IT support for VIPs including CEO, COO, and other executives
- Printer/scanner management and end-user hardware replacement
- Inventory and asset management; badge creation and new user setup
- Windows, G Suite, Microsoft Office Suite, Buffalo NAS, AWS, Wireshark

IT Support Specialist

I'm Your Nerd - New York, NY | April 2022 - August 2023

- Collaborated with vendors to locate replacement components and resolve advanced problems
- Removed malware, ransomware and other threats from laptops and desktop systems
- Configured hardware, devices, and software to set up employee workstations
- Streamlined repair processes and updated procedures for support action consistency
- Increased customer satisfaction ratings to 100%

KEY SKILLS

Network Diagnostics & Troubleshooting | Active Directory & Azure AD | Microsoft 365 Administration | Firewall Configuration | TCP/IP, DNS, DHCP | VoIP Systems | Cloud Services (Azure, AWS) | Server & Virtualization (Proxmox, VMware, Hyper-V) | Linux Administration | Docker | Wireshark & Network Analysis | Endpoint Security | Cybersecurity & Vulnerability Assessment | Incident Response | Power Automate | Python & Bash Scripting | SQL | Project & Vendor Management

EDUCATION & CERTIFICATIONS

Bachelor of Arts in Information Technology
Certificate in Cybersecurity | University of Phoenix | 2025

CompTIA A+
Hardware, Networking & Troubleshooting

INTERESTS

Professional Photography | Website Design | Gaming PC Building | Security Research (Homelab)