

Modesto G. Bascos III

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EXPERIENCE

Fluidra/S.R. Smith – Canby, Oregon

June 2023 - Present

Help Desk Technician II (September 2023 - Present)

- Projects as requested such as decommissioning infrastructure equipment and special use case PCs
- Travel to remote sites needing onsite troubleshooting, network expansion, or other special projects
- Reset passwords in Okta and Microsoft Active Directory
- Adding users to Groups, Distribution Lists, and Shared Mailboxes in Microsoft 365
- Running message traces in Microsoft Exchange Admin to troubleshoot email issues
- Confirm endpoints have SentinelOne and Tanium installed

Help Desk Technician Contractor (June 2023 - September 2023)

- Onboard at least one new employee a month by creating their accounts in Microsoft Active Directory and placing them into the correct Organization Unit as well as assigning appropriate licenses in Microsoft 365 Admin
- Offboard departing employees by collecting their work laptops as well as deactivating their access to company resources via Okta and removing assigned licenses from Microsoft 365 Admin
- Create new user accounts and assign phone numbers in RingCentral
- Preparing PCs running Microsoft Windows or Ubuntu Linux for employees with the correct image as well as joining PCs to the correct domains
- Perform break/fixes on PCs as well as troubleshoot VPN issues
- Create tickets as well as work tickets from the ServiceNow ticketing system
- Remotely assist users with their computers using ScreenConnect

Liquid Agency – Portland, Oregon

March 2022 - April 2023

Systems Administrator

- Performed onboarding/offboarding, upgrades, and updates for 85+ users and devices consisting of MacBooks, printers, and other peripherals
- Provided end-user support for all employees from the executives to independent contractors
- Managed distribution groups, mailbox delegations, and user accounts in Office 365.
- Created documentation for the end-users whenever we released new software or need to update software
- Was responsible for implementing a plan to upgrade a fleet of 85+ MacBooks to macOS Monterey utilizing Jamf, bash scripting, and Erase-Install saving 2 hours per MacBook for the IT department
- Designed and implemented the transition of all Liquid Agency MacBooks from Universal Type Client to Extensis Connect Fonts utilizing Jamf and bash scripting which saved another 2 hours per MacBook for the department
- Researched and contributed to a project to populate Jamf Pro with local users while also utilizing the Okta LDAP client saving several hours of data entry

American Medical Response – Clackamas, Oregon

March 2011 - November 2022

Paramedic (January 2015 – November 2022)

- Adminstrate AMR's Active911 subscription for field crews by creating and deleting accounts from the Active911 Alerting System
- Delegate tasks to a group of 2 to 8 first responders to handle various emergencies efficiently in a dynamic environment
- Prioritize patient treatments and measure medication doses based on the patient, importance, and urgency
- Participate in A/B testing of medications in certain situations as directed by the Oregon Health Authority

- Participate in vaccine and testing clinics on a team of 3 or 4 Paramedics to 200+ patients and administer 25% to 30% of those tests/vaccines

Emergency Medical Technician (March 2011 – January 2015)

- Conducted training for new employees on how to use AMR's Patient Charting program to accurately and efficiently complete patient contact reports
- Completed around 10 to 15 requests per day for ambulance stretcher and wheelchair transports
- Provided medical services for special events and other companies that contracted with AMR to provide on-site First Aid

Act-On Software – Portland, Oregon

March 2020 – September 2021

Technical Solutions Engineer

- Assisted customers with troubleshooting connectivity issues with their CRM and the Act-On platform.
- Assisted customers with setting technical requirements for the customer to send automated emails and set up Automated Programs.
- Managed and maintained 20 to 30 incoming support tickets, phone calls, and chats from customers from receipt through resolution per week using Zendesk.
- Worked cross-functionally with the engineering department to track bugs using JIRA and Splunk.
- Contributed to the documentation for our end users utilizing Act-On's Automated Programs and managing source lists in Automated Programs.

EDUCATION

PDX Code Guild – Portland, Oregon

Certificate of Completion of Python-Based Developer Bootcamp

DeVry Institute of Technology – Fremont, California

Bachelor of Science - Telecommunications Management

CERTIFICATIONS

Google Cybersecurity Certificate - *Online Certificate*

Jamf Certified Technician (Jamf 200) - *Certificate*

CompTIA Network+ - **CompTIA** - *Certificate*

Microsoft MD-102: Endpoint Administrator - *In Progress*

TECHNICAL SKILLS

- **Programming Languages:** HTML, CSS, Javascript, Python, ReactJS, Bash scripting
- **Databases and Tools:** Firebase, GitHub, VSCode, Splunk, ScreenConnect, TeamViewer, MySQL
- **Platforms:** Windows, Linux, MacOS
- **Networks:** Ubiquiti, TCP/IP, Subnetting
- **Miscellaneous:** Google Workspace, Okta, Jamf Pro, Office 365, Zendesk, ServiceNow, JIRA, Zoom, Slack, Active Directory, Real VNC, Microsoft Teams, RingCentral, SentinelOne, Tanium, Effective communication, OSI and TCP/IP model,