

JEDSON JERUME

IT support / Cybersecurity Analyst

Westlake, FL

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SKILLS

Operating Systems: Windows, macOS, Linux, IOS, Android ServiceNow CRM platforms	Zendesk	Jira
Slack	Zoom	Microsoft Teams
Okta	HelpDesk	Active Directory
Microsoft 365	VPN	LAN/WAN/Wi-Fi DNS/DHCP basics
Antivirus Tools	Google Workspace	Apple iWork
Knowledge base creation process documentation user guides	Mobile Devices	Security Systems
Customer Service	Help-Desk Support	Remote Desktop Support
System Administration	Ticketing Systems	Software Installation
Documentation & Technical Writing	User Training and Support ITIL Framework	Microsoft Office Suite
	Networking & System Administration	

EXPERIENCE

Technical Support Specialist TIER II

January 2024 - Present

Tandem Diabetes, Charlotte, NC

- Deliver advanced technical assistance to end-users and partners via phone, email, and live chat, focusing on escalated and complex issues. Perform in-depth analysis of break/fix issues, identify root causes, and implement long-term solutions to improve product reliability and customer satisfaction. Act as a subject matter expert for Tier 1 support, providing guidance, mentorship, and knowledge base updates to enhance team performance.

IT Support Specialist

January 2022 - December 2024

FIS Global, Charlotte, NC

- Delivered Level 2 support for internal IT infrastructure, user accounts, and software tools.
- Performed system installations, updates, and troubleshooting for Windows and Mac environments.
- Managed support ticket queues via ServiceNow to ensure timely resolutions and escalations.
- Authorized with Active Directory permissions, password resets, and user onboarding/off boarding.

Technical Support Expert

January 2020 - December 2022

Asurion, New York, NY

- Supported mobile and desktop users with device activation, software setup, and connectivity troubleshooting.
- Conducted remote diagnostics to identify root causes and resolve issues quickly.
- Assisted with MDM configuration and remote wipe setups for security compliance.
- Educated users on secure configurations and cloud backup processes.

Tier 2 Technical Support Specialist

January 2018 - December 2020

Apple Inc, New York, NY

- Handled escalated cases involving macOS/iOS hardware and software issues.
- Provided mentorship and knowledge transfer to Tier 1 agents, improving issue resolution efficiency.
- Utilized Apple's CRM to log customer data, issue resolutions, and trends for product feedback.
- Ensured high NPS scores by delivering professional, empathetic customer experiences.

EDUCATION

Bachelor of Science

January 2024

Full Sail University, Winter Park, FL
Cybersecurity.

Associate of Science

January 2023

Full Sail University, Winter Park, FL
Information Technology.

Associate of Science

LaGuardia Community College, Long Island City, NY

Business Administration.

September 2018

CAREER OBJECTIVE

Detail-oriented and customer-focused IT Support Specialist with over 6 years of progressive experience across technical support, system administration, and device troubleshooting. Adept at resolving technical issues, providing Tier 1 and Tier 2 support, and delivering user experiences in enterprise and consumer environments. Currently pursuing a Bachelor of Science in Cybersecurity with a strong foundation in networking, system configuration, and endpoint support.