

# Jon Richardson

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## Education

B.A in Journalism • University of Cincinnati • Graduated May, 2019

## Experience

**CDK Global** ————— July 2019 - Present

### Client Technical Analyst I

- Perform basic troubleshooting, including software installs, password resets and adding and deleting accounts.
- Utilize excellent communication and writing skills, both with assisting users and documenting troubleshooting and resolution steps within a ticketing system.

**The Cincinnati Enquirer** ————— April 2018 – June 2019

### Prep Sports Desk

- Pitched and wrote game stories, profiles, team breakdowns and previews about high school sports, professional hockey and amateur tennis for the Pulitzer Prize-winning organization.

**Atos** ————— June 2016 – January 2018

### Tier II IT Support – Account Management

- Managed user accounts in Active Directory, including security groups and permissions.
- Managed Virtual Desktop Infrastructure for remote employees through Citrix.
- Managed users and permissions within SAP.
- Resolved escalated cases from Tier I agents.
- Utilized excellent communication and writing skills, both with assisting users and documenting troubleshooting and resolution steps within a ticketing system.

**Skyline Chili** ————— December 2014 – June 2016

### Assistant Manager

- Oversaw day to day operations, including labor management, staffing and scheduling, food and inventory costs and provided excellent customer service.

**Steak 'N Shake** ————— 2011 – 2014

### General Manager

- Oversaw every facet of the restaurant, including a team of three managers and a staff of 50+ employees.
- Performed P & L analysis, staffing and scheduling, food cost, labor cost, store audits and reported all information to superiors.

## Additional Skills

- ❑ *Customer Service*
- ❑ *Troubleshooting*
- ❑ *Leadership*
- ❑ *Communication*
- ❑ *Decision Making*
- ❑ *Organization*
- ❑ *Training*
- ❑ *Active Directory*
- ❑ *Ticketing Systems*
- ❑ *Office 365*
- ❑ *G Suite*
- ❑ *Adobe Creative Cloud*

## Awards/Certifications

- ❑ *CompTIA A+ Certification*
- ❑ *Eagle Scout*
- ❑ *Sport Media and Promotion Certificate*