

Jadon Maldonado

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Infrastructure | Systems Administration | Endpoint Management | Cloud Technologies

Infrastructure-focused IT professional with 5+ years of experience supporting enterprise Windows environments, endpoint management, Active Directory, Microsoft 365, Intune, Jamf, and systems administration. AWS Solutions Architect – Associate certified with experience supporting enterprise infrastructure, technology deployments, change management, and process automation. Passionate about infrastructure engineering, cloud technologies, and enterprise IT operations.

Education

California State University, Northridge

Bachelor of Science | Computer Information Technology | 3.3 GPA | May 2023

Certifications

AWS Solutions Architect - Associate

AWS Cloud Practitioner

Google Data Analytics Professional Certification

Microsoft Office Specialist Excel Certification

Technical Skills

Systems & Infrastructure: Windows, macOS, Linux, Microsoft Entra ID (Azure AD), Office 365, Active Directory, SCCM, PowerShell, Cisco Meraki, VPN, DHCP, DNS, TCP/IP

MDM & Endpoint Management: Jamf, Intune, Apple School Manager, Microsoft 365 Admin Center

Unified Communications: Microsoft Teams Phone, CallTower Connect, VoIP Administration, License Provisioning

Project & Process Tools: Jira, TOPdesk, ServiceNow, QlikSense, SSRS, SharePoint, Visio, Excel (Advanced)

Security & Compliance: SentinelOne, Arctic Wolf, Access Control, IT Asset Management

Core Competencies & Tools: Project Coordination, Process Documentation, Technology Transfer, Change Management, Vendor Relations, Continuous Improvement

Professional Experience

La Jolla Group, Irvine, CA

IT Systems & Support Specialist | January 2024 – Present

- Administer Microsoft Intune and Jamf supporting 300+ enterprise endpoints, enforcing compliance policies, automating device provisioning, and maintaining endpoint security.
- Support Microsoft Entra ID (Azure AD) and Active Directory identity management, user lifecycle administration, and endpoint security.
- Coordinate enterprise technology deployments and infrastructure rollouts across corporate and retail environments.
- Collaborate with engineering and compliance teams to standardize endpoint configurations and improve security posture.
- Administer Microsoft Teams Phone and CallTower Connect, provisioning VoIP licenses and supporting enterprise telephony services.

Boardriders, Huntington Beach, CA

Technical Support Specialist | June 2023 – January 2024

- Supported Active Directory and Group Policy administration across a 600+ user enterprise environment.
- Developed process documentation for onboarding/offboarding and system provisioning, improving consistency.
- Supported infrastructure projects involving DHCP configuration and static IP deployment across enterprise devices.

CSUN Information Technology, Northridge, CA

Desktop Support & Data Center Technician | October 2020 – May 2023

- Supported large-scale infrastructure upgrades, including server installations, network patching, and Wi-Fi mapping across university data centers.
- Provided Tier 1–2 support to faculty and staff, managing imaging, endpoint configuration, and asset auditing.
- Assisted with change control procedures and documentation to ensure operational continuity and compliance.
- Partnered with IT leadership on initiatives to improve uptime and network performance.

Selected Achievements

- **Process Optimization:** Designed IT knowledge base that cut repeated support tickets by 25%.
- **Technology Transfer:** Led rollout of new MDM system, aligning compliance and readiness across 300+ endpoints.
- **Cross-Functional Leadership:** Supported multiple teams (Ops, Compliance, Retail IT) through system transitions.
- **Data Analytics:** Applied Excel and QlikSense to track metrics and generate executive reports for project outcomes.