Jordan Calderon

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Highlights

- IT professional with a background in endpoint management, user administration, and system support. Experienced with tools like AirWatch and Active Directory, and skilled in troubleshooting Windows environments and maintaining reliable day-to-day operations.

Professional Experience

IT Systems Administrator at California Coast Credit Union (San Diego, CA)

since 08/2022

- Executed a major IT infrastructure upgrade, including server deployment and configuration, to support enterprise-level operations and scalability.
- Manage endpoint devices using VMware AirWatch, handling device enrollment, compliance, and security policies.
- Collaborate with cross-functional teams to ensure smooth deployment of new systems and updates, while also developing custom scripts to automate troubleshooting tasks.

IT Support Supervisor at California Coast Credit Union (San Diego, CA)

_09/20 to 08/22_

- Supervised a team of 6, resolving over 1,000 weekly user requests, focusing on troubleshooting, device management, and internal support.
- Implemented IT processes for new system rollouts, collaborating closely with technical teams and executive leadership to ensure minimal disruption.
- Regularly adapted to new technologies, deploying them across the organization to improve IT service delivery.

IT Support Specialist at California Coast Credit Union (San Diego, CA)

_09/19 to 09/20_

- Provided frontline technical support, troubleshooting hardware and software issues for our bank members.
- Created scripts to automate recurring troubleshooting tasks, improving efficiency and reducing support times.
- Assisted in system migrations and upgrades, collaborating with technical teams to ensure a seamless transition with minimal downtime.

Education

San Diego State University

Bachelor of Science in **Management Information Systems** (_Grad. 05/2019_)

Relevant Courses
International Business Strategy • Business Processes, ERP and Analytics
Information Systems Analysis • Data Management Systems • Networks and Data Communications

Organizations
San Diego State University Out for Business • Association of Information Technology Professionals

International Experience
Spring 2019: International Business Strategy program at East China Normal University (Shanghai, China)

Skills

Certifications   Comptia A+, Comptia N+

Languages   English (native), Spanish (proficient)

Software   Microsoft Suite (Word, Powerpoint, Excel), Microsoft Access, Microsoft Visio, Encore CRM and Speech Analytics, Jira, Python 3, Figma, Avaya CM, Avaya SM, Avaya CMS, Generative AI, CoPilot, JavaScript