

# Christopher M. Jedrasik

New Port Richey, FL

(818) 300-9324

[chris.jed03@gmail.com](mailto:chris.jed03@gmail.com)

LinkedIn: [linkedin.com/in/christopher-jedrasik/](https://www.linkedin.com/in/christopher-jedrasik/)

GitHub: [github.com/cjedrasik03](https://github.com/cjedrasik03)

## Summary

IT Support Specialist with over 6 years of practical troubleshooting experience in Windows, basic Linux, and home networks. Skilled in hardware upgrades, software installations, and providing customer-focused technical support. Currently pursuing an A.S. in Computer Programming & Data Analysis and additional CompTIA certifications. Known for clear communication, swift problem-solving, and being a proactive self-starter.

## Skills

Windows 10/11, Linux/macOS, Active Directory (basic), Networking (TCP/IP, DHCP, DNS, Wi-Fi), Hardware Setup & Repair, Ticketing & Remote Support Tools, Customer Service & User Training, Endpoint Security Basics

## Experience

### Independent IT Support (Personal & Volunteer)

2018-Present

- Provided on-call tech support: PC setup, OS installs, data backup, and malware removal
- Configured routers and Wi-Fi networks to enhance reliability and performance
- Upgraded and imaged systems; standardized configurations for easier maintenance
- Guided non-technical users in safe browsing, password managers, and MFA setup

### KBP Brands – Shift Manager & Customer Service

August 2021-Present

- Provided quick and empathetic customer service; handled issues calmly in busy environments
- Supported POS terminals, printers, and in-store Wi-Fi to minimize operational downtime
- Trained team members on device operation and troubleshooting to improve first-contact resolution
- Led daily operations for 4–8 staff; boosted order accuracy and customer satisfaction by 17.1%

## Projects

Advanced HomeLab & Network (Ongoing)

- Created virtual environments (Proxmox, VMware, Docker) for testing and sandboxing.
- Configured managed switches, VLANs, a custom router, and QoS for traffic control.
- Maintained NAS with RAID and scheduled backups; set up basic monitoring and alerts.

## Education

A.S., Computer Programming & Data Analysis — Pasco-Hernando State College (Expected Fall 2026)

## Certifications

- CIW JavaScript Specialist (valid through 2028)
- CompTIA A+ (valid through 2028)
- CompTIA Network+ (expected Dec 2025)
- CompTIA Security+ (expected Jun 2026)