

ANTHONY YONTA - アンソニー ヨンタ

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PORTFOLIO | <https://arthidon.github.io/Bootstrap-Portfolio/index.html>

PROFESSIONAL SUMMARY

Seasoned I.T. professional with more than 12 years of experience in fast-paced client-oriented team environments. Excellent communication and problem-solving skills. Track record of achieving exceptional results for clients and working with my peers to increase overall team performance.

SKILLS

- HTML5 / CSS3
- Active Directory
- Cisco Unity / Call Manager
- Ivanti Personalization
- Bootstrap
- React.js
- MongoDB / MySQL
- Git / Github Web Development
- Hardware install / server racks / full computer construction and repair
- JavaScript / jQuery / Java
- SCCM
- Office 365 / Exchange Support
- EMF / Millan
- Express.js
- Node.js
- Command Line
- Windows 7, 10 and office suite
- Team Leadership and Management
- Sales – Customer and Client relationships

EXPERIENCE

HUNTON ANDREWS KURTH LLP

IT Support Ctr Coordinator | Richmond, United States, VA, United States | February 2014 - Current

- Provided onsite, remote technical support, and coaching for firm supported applications and services such as Office 2010 - 2016, Adobe Acrobat, Nuance PDF, iManage, and Litera products.
- Problem resolution for high profile issues serving demanding users and clients.
- Managed client accounts, passwords, network access, and application installations using Active Directory and System Center Configuration Manager.
- Deployed and configured firm software to mobile devices using AirWatch.
- Experienced in Service Now ticketing environment to accurately document and escalate incidents and requests in a timely manner.

- Create, maintain, and enter information into our internal I.T.
- Knowledge base for fixes / resolutions, general documentation and SOP.
- Collaborated with neighboring teams on multiple projects to develop a greater understanding of their roles and responsibilities and to reduce turn-around time.
- Organized, inventoried, and managed firm assets and assisted with hardware deployments.
- Traveled to support multiple out-of-state office consolidations and hardware setups.

GEEK SQUAD, BEST BUY

Advanced Repair Agent | Richmond, United States, VA, United States | February 2014 - August 2016

- Accurate interpenetrate client description of the problem to find accurate solutions.
- Diagnose, troubleshoot and repair software and operating systems on client personal Desktop and laptops.
- Assembled, maintained, and repaired system hardware.
- Held accountable for accurate notes and client communications.
- Fully Assembled, maintained, and repaired system hardware.

GEEK SQUAD DEPUTY OF COUNTER INTELLIGENCE, BEST BUY

Manager | Richmond, United States, VA, United States | August 2009 - February 2014

- Responsible for all operations of the in-store Geek Squad Businesses and Brand representation.
- Develop Department Business Plan and execution including Car Audio install bay.
- Hiring, training, scheduling and development of over 20 employees.
- Responsible for all Client interactions, including corporate complaints.
- Managed and accountable for paperwork and legal documentation regarding the paid for services.
- Perform hardware and software repair/upgrades, virus removals, network repair and client consulting.
- Lead and develop district wide training and best practices.

SHOCKOE PROPERTIES LLC

Maintenance Technician | Richmond, United States, VA, United States | June 2006 - August 2011

- Oversee all operations concerning the common areas of the building.
- Supervise cleanliness and security of the buildings.
- Daily interfacing with tenants and owners.
- Scheduling and supervising contractors, vendors and construction.
- Generated information for management regarding building efficiency regarding cost of repairs, overall maintenance, construction and upgrades.

JOHN TYLER COMMUNITY COLLEGE - MIDLOTHIAN CAMPUS

Math and English Tutor | VA, United States | August 2005 - June 2006

- Students taking freshman and sophomore college level Math and English.
- Scheduled appointments, fielded phone calls and filed paperwork.

EDUCATION

FULL STACK WEB DEVELOPMENT CERTIFICATE: FULL STACK MERN WEB DEVELOPMENT

University of Richmond

Richmond, VA, United States | 2020

Full Stack MERN Web Developmental: Mongo DB, Express JS, React JS/ Redux and Node JS. Among these technologies Mongo DB is a database system, Node JS is a back-end runtime environment, Express JS is a back-end web framework and React is a front-end framework.

Personal Study in math

Virginia Commonwealth University

VA, United States | 2016

ASSOCIATE OF SCIENCE

John Tyler Community College

Richmond, VA, United States | 2009

ASSOCIATE OF ARTS

John Tyler Community College

VA, United States | 2009

HIGH SCHOOL DIPLOMA

Midlothian High School

VA, United States | 2005