

Jon D. Kridelbaugh

IT & Web Development Professional

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PROFESSIONAL PROFILE

Knowledgeable and dedicated IT professional with extensive experience in the industry. Graduate in computer information systems with a track in cybersecurity and enrolled in a master's program in applied computer science. Educational and professional background in full-stack web development with an emphasis on front-end development using HTML, CSS, PHP, JavaScript, Bootstrap, jQuery, Cascade CMS, and WordPress. Over eight years of experience as an IT field technician providing full-service support for networking infrastructure (e.g., point of sale, workstations) for businesses. Additional experience supervising and training agents on customer technical support for major internet service providers and specializing in quality, speed, and process optimization with an articulate, energetic, and results-oriented mindset, being motivated by the creative engineering process behind coding and scripting to develop user-friendly web and mobile applications.

SKILLS SUMMARY

- CompTIA A+ certification
- Front-end web development: HTML, JavaScript, CSS, PHP, jQuery, Bootstrap, Cascade CMS, and WordPress
- Application development: Java, Python, C, C++
- Mobile app development: Android using Java
- MySQL database management
- Network infrastructure (installation/maintenance)
- Technical support: operating systems, TCP/IP, VPN, Web technologies, and software

EDUCATION & TRAINING

M.S., Applied Computer Science | Southeast Missouri State University (2023–present)

B.S., Computer Information Systems (Cybersecurity) | Southeast Missouri State University (2023)

- GPA: 3.68/4.0 (cum laude)
- Upsilon Pi Epsilon Honor Society

RELEVANT WORK EXPERIENCE

- IT Field Service Technician (2024 – present)
 - Executed timely replacement of computer systems and monitors across multiple hospital locations during merger. Installed and configured new IT equipment in accordance with hospital standards. Coordinated closely with project managers, IT teams, and hospital staff to minimize operational disruptions.
- Delivery & Rideshare Services (2017–present)
 - Provide delivery of food and grocery products to customers promptly and efficiently, explicitly handling any special requests by the customer. Provide fare services to customers promptly, efficiently, and safely, arriving at their destination and providing any necessary accommodations: track mileage, taxes, and requests.
- Web Editor and Developer – Graduate Assistant (2023-2024)
 - Assistant to the marketing and communications department's UX/UI designer for the SEMO website. Front end development on block creation for cascade CMS, navigation updates, program filtering, site performance, and general page functions. Site editing and ticket handling for the department for pages such as text, block, and media updates.
- Contract Field/IT Technician | Field Nation & Work Market (2011–2019)
 - Operated with high integrity, built trust, and earned sustained credibility with internal and external clientele. I worked with clientele to deliver superior service to an array of businesses. I performed maintenance, installation, and repair on

kiosks, Point-of-sale, servers, and workstations. New and existing networking, including servers, routers, and switches. Imaged new devices and educated customers. Migrated data for users. Tracked millage, taxes, and work orders.

- Remote Services Technician, Supervisor & Trainer | Support.com (2013–2015)
 - Documented all changes and actions in a computer-based tracking system. Demonstrated increased knowledge of company products and equipment. Explained diagnostic findings to customers and outlined repair or service options. Walked customers through repair and service steps necessary to return them to a complete level of service that was satisfactory to the customer. Managed time and tasks efficiently to deliver timely service for the client and the customer.