

# Jonathan Kennedy

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Los Angeles, CA  
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## SKILLS

### Customer Service

Extensive experience dealing with customers and providing accurate solutions to issues.

### Leadership and Delegation

Several years dealing with varied staff allows for effective and concise delegation of duties towards a common goal

### Computer Proficiencies

Windows: Vista, XP, and legacy

Mac: OSX 10.x, System 7+

CompTIA A+ Certified.

Part-time home business, on-call computer consulting

Extensive experience MS Office 2007 (and legacy), and OpenOffice.org.

Freelance XHTML + CSS web design, several server-side processing/scripting languages known

## REFERENCES

### Heather Saltzman

415.845.3987

(Former Manager)

### Del Jaljaa

415.863.8820

(Former Manager)

### Zachary Weldon

415.525.1207

(Previous Co-worker)

### Christopher Flores

951.247.6461

(Previous Co-worker)

## EXPERIENCE

### Bay Computer Repair — June 2008 - October 2008

415.863.8820 - 151 Valencia, San Francisco

Computer Repair Technician, on-call and in-shop Small business, high traffic.. Virus removal, reinstall, upgrades, data recovery and component replacement. Desktop and Laptop PCs and Macs

### Department 56 Retail — September 2004 - April 2008

415.391.1660 - Pier 39 San Francisco

Team Member > Keyholder > Assistant Mgr. > Mgr. Mid sized retail store on Pier 39, quick promotions due to proven abilities. Managed operations, cash, HR, staff of 13 yearly average, and gave great customer service with attention to detail.

### I.A.T.S.E. Local 504 — February 2002 - November 2004

714.774.5004 - Anaheim, CA 92802

On-Call Technician, Stagehand and Show Support Jobs were few and far between, but were cutting edge with regards to required technical knowledge

### Knott's Berry Farm — September 1999 - January 2002

714.220.5386 - Buena Park, CA 92861

Full-Time Theatrical show support, Sound, Lights Theme park with multiple shows running throughout the day, as well as large stage productions with limited runs. Several venues, many different systems and responsibilities. Team lead for Halloween Haunt.

## Education

### Riverside Community College — Fall 1999 - Summer 2002

Major: Computer Information Systems

GPA 3.2

### Cisco Networking Academy — Fall 2003 - Spring 2004

Goal: Cisco Certified Networking Associate

Certification — 3 Semesters Completed