JEREMIAH BLEDSOE

IT Support | Help Desk | Networking & Cloud | Security

San Antonio, Texas | jeremiah@jeremiahbledsoe.com | jeremiahbledsoe.com
linkedin.com/in/jeremiahbledsoe | github.com/jeremiahbledsoe | youtube.com/@jeremiahbledsoe | *Open to remote, hybrid, on-site & relocation*

PROFESSIONAL SUMMARY

IT support professional with Tier 1 SaaS support, enterprise endpoint management, and Apple AI/ML data operations experience. Audited 1,700+ Windows devices to 100% Microsoft Intune readiness, supported 1,000+ users across 277 locations, and earned a 94% QA score supporting Intuit Mailchimp customers. CompTIA Security+, Network+, and A+ certified; completing an A.A.S. in Network and Cloud Architecture.

TECHNICAL SKILLS

Help Desk & Service Desk: Salesforce, Freshservice, BeyondTrust (Bomgar), Amazon Connect (CCP), Confluence, Slack, Google Workspace, remote desktop support
Systems & Identity: Windows 10/11, Linux, Microsoft 365, Active Directory, Intune, MFA, IAM, account provisioning, OS troubleshooting
Networking: Network troubleshooting, TCP/IP, DNS (SPF, DKIM, DMARC), DHCP, subnetting, VLANs, VPN, Cisco routing & switching, firewalls
Cloud & Security: AWS (EC2, S3, IAM, VPC), Docker, GitHub Actions (CI/CD), NIST, PowerShell

EXPERIENCE

IT Support Specialist | *Intuit Mailchimp (via TaskUs), Remote* **Jun 2026 – Oct 2026**

- Delivered Tier 1 chat and email support via Amazon Connect, resolving 35+ Salesforce cases per day.
- Achieved 86% CSAT, 77% first contact resolution (FCR), and 94% QA score in a high-volume queue.
- Troubleshot email deliverability and domain authentication via DNS records (SPF, DKIM, DMARC).
- Resolved account access, 2FA, billing, and integration issues, including escalations for high-value accounts.

AI/ML Data Ops Analyst | *Apple Inc. (via Centific), San Antonio, Texas* **Jan 2026 – Mar 2026**

- Returned for a second contract, streamlining AI/ML data operations to improve productivity and accuracy.

IT Support Intern | *Child Development Schools, Inc., San Antonio, Texas* **Jun 2025 – Aug 2025**

- Audited 1,700+ Windows devices, reaching 100% Intune readiness and 30% better security posture.
- Supported 1,000+ users at 277 locations via Freshservice tickets for desktop, Microsoft 365, and printers.
- Handled password resets, account setup and removal, and remote support via BeyondTrust (Bomgar).
- Conducted NIST security reviews and implemented incident response procedures and IAM controls.

AI/ML Data Ops Analyst | *Apple Inc. (via Centific), San Antonio, Texas* **Jan 2025 – Jun 2025**

- Ranked in the top 15% of analysts; processed 50,000+ tasks, contributing to 20% better model performance.
- Optimized data pipelines and labeling workflows for Siri, Apple Vision Pro, and Safari, improving accuracy.

Customer Service Team Member | *Chick-fil-A, San Antonio, Texas* **Jan 2023 – Oct 2024**

- Resolved customer complaints in a high-volume setting, trained new staff, and helped cut downtime 15%.

CERTIFICATIONS

CompTIA Security+ (2025) | CompTIA Network+ (2026) | CompTIA A+ (2024)
AWS Certified Cloud Practitioner (Expected Dec 2026)

EDUCATION

A.A.S., Network and Cloud Architecture – Northwest Vista College | GPA: 3.5 **Expected Dec 2026**
Coursework: Cisco CCNA, AWS cloud architecture, Linux & Windows servers, virtualization, cloud security
IT Fundamentals Program – NPower **Jul 2024**

PROJECTS

SwiftTrust, Co-Founder *(AWS, Docker, Coolify, GitHub Actions, Certbot)* **Feb 2025 – Present**

- Built and run AWS Linux infrastructure for a pre-launch startup using GitHub Actions CI/CD and Docker.
- Hardened web servers with Certbot HTTPS; run a self-hosted email server with SPF, DKIM, and DMARC.

Self-Hosted AI Infrastructure *(Docker, Ollama, Linux):* CPU-only stack running containerized LLMs with APIs.
Linux Home Lab Server *(Linux, virtualization):* VMs with networking, firewalls, backups, and support tickets.