

RONDY M. JONES II

Help Desk Technician | IT Support Specialist | NOC Technician

(314) 632-6518 | marq@rmarqj.com | [linkedin.com/in/rondy-jones](https://www.linkedin.com/in/rondy-jones) | github.com/R-Marq-J

PROFESSIONAL SUMMARY

CompTIA A+ certified IT professional with 10+ years of hands-on troubleshooting and operational leadership, built without a formal IT department to fall back on. Experienced diagnosing hardware and software issues under time pressure, training non-technical users, managing vendor relationships, and keeping systems running independently. Currently pursuing an Associate of Science in Mathematics while transitioning into a dedicated IT support role — help desk, NOC, or datacenter.

CERTIFICATIONS

CompTIA A+ (Core 1: 220-1101 | Core 2: 220-1102)

September 2025

CPR Certified

Current

TECHNICAL SKILLS

Hardware & Systems: POS hardware/software (Square), desktop and laptop troubleshooting, peripheral setup and configuration, basic networking

Operating Systems: Windows; Linux (foundational knowledge, actively studying)

Tools & Platforms: GitHub, Square Dashboard, vendor/procurement systems

Core Competencies: Real-time troubleshooting, end-user training, incident ownership, vendor management, process documentation, decision-making under pressure

PROFESSIONAL EXPERIENCE

Kitchen Supervisor / Operations Lead — REC Inc., St. Louis, MO

Aug 2014 - Present

Sole on-site technical and operational authority for a family-owned contract food service and catering company — with no IT department, no backup support, and no formal escalation path.

- Diagnosed and resolved Square POS hardware and software failures in live, high-volume service environments — often restoring transactions within minutes to prevent revenue loss and service downtime
- Served as the primary point of technical support for the business owner and staff, covering hardware troubleshooting, software issues, and device configuration
- Managed all vendor and procurement relationships; reduced recurring costs through negotiated pricing, loyalty programs, and price matching
- Trained and onboarded new employees on equipment use, operational procedures, and service standards
- Ran full weekly operations solo as primary decision-maker — covering front-of-house, back-of-house, staffing, and client communication in the owner's absence
- Maintained continuous operations through high-volume surges and understaffed shifts with no formal escalation path

Key Accomplishments

- Resolved critical POS failures immediately before rush service on multiple occasions, preventing measurable revenue loss
- Took ownership of an underperforming menu item and scaled it from 0 to 13-14 units sold per service period
- Delivered consistent procurement savings through disciplined use of rewards programs and vendor price matching
- Independently ran hundreds of catering events end-to-end — logistics, setup, client interaction, service delivery, and breakdown

EDUCATION

Associate of Science — Mathematics, St. Louis Community College (Meramec)

Expected 2028

St. Louis, MO • TRIO Program Participant

PROFESSIONAL AFFILIATIONS

IEEE • Linux Foundation • Electronic Frontier Foundation (EFF)