

# Jonathan Dacosta

[community.mis.temple.edu/jonathandacosta](http://community.mis.temple.edu/jonathandacosta)

1709 Jill Road | Willow Grove | PA | 19090 | 215.834.2667 | [jdacosta@temple.edu](mailto:jdacosta@temple.edu)

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## EDUCATION:

Temple University, Fox School of Business, Philadelphia, PA

**Bachelor of Business Administration in Management Information Systems, 2019**

Montgomery County Community College, Blue Bell, PA

**Associate in Liberal Arts, 2016**

## INFORMATION TECHNOLOGY SKILLS:

Analysis: Google Analytics, Hootsuite, R, Tableau  
Software Development: PowerShell, PHP, JavaScript, ReactJS  
Web Development: HTML, CSS, SEO  
Database Management: Microsoft Access, SQL, SQL/PDO, SAS, Azure, Amazon S3  
Project Management: Microsoft Office, Microsoft Project, Microsoft Remote Desktop, Webex  
Operating System Support: Windows, macOS

## SPECIALIZATIONS:

Data Analytics, Leading Digital Projects, Business Communications, Data-Centric Applications, Computer Information Systems for Management, Excel for Business Apps, Enterprise IT Architecture, Financial Accounting, Statistical Business Analytics, Risk Management, Operations Management.

## RECENT INFORMATION SYSTEMS PROJECTS:

Built network of virtual machines on Microsoft Azure composed of AD DC/DNS Server, File Server, MySQL Server, Web Server, and Network Monitor. Facilitated Group Policy Infrastructure through Microsoft Remote Desktop and implementation of Login Scripts. Troubleshooting via Command Line.

## WORK EXPERIENCE:

Atrium Health – Carolinas College of Health Sciences, Charlotte, NC      June 2018 – August 2018

### **Learning Technology Specialist – Summer Contract**

- Provided user training, technical troubleshooting, auditing, and consulting for staff assistants and clients in person and via help desk ticket system.
- Researched, tested, and installed auto-login capabilities on 50+ computers.
- Wrote standard operating procedures on computer cleanup, file conversion, and the use of a data source for nursing students clinical times.
- Managed an average help desk ticket response time of 12 minutes via Freshdesk.
- Diagnosed and resolved a range of software, hardware, and connectivity issues on both Windows and Mac.
- Supported Instructional Designer with Moodle LMS projects.

Symmetrical Media Marketing, Blue Bell, PA

January 2016 – May 2016

### **Content Writer and Editor – Contract**

- Used key internet marketing strategies to acquire and retain clients through email campaigns, along with creating lead content by publishing 3 articles and editing 6 articles on website.
- Provided assistance in data analysis through Google Analytics.

## AFFILIATIONS:

- Member, Association for Management Information Systems, 2017 – Present
- History Club President, 2015-2016 – Organized meetings, events, promotion, budget
- Member, Student Leadership and Involvement Committee, 2015-2016