**JOVAN GASH**

Los Angeles Metro Area, CA 661-376-8496

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**IT MANAGEMENT PROFESSIONAL | CLOUD & SYSTEMS STRATEGIST**

**Achieving Operational Excellence Through Strategic Leadership**

Strategic IT leader with expertise in AWS, Linux/Windows environments, and IT infrastructure. Known for transforming complex challenges into simple, effective solutions that streamline processes, improve uptime, and drive operational excellence. Proven ability to align technology with business goals, foster teamwork, and deliver customer-focused results through innovation and proactive leadership. Known for bridging technical expertise with strong communication and customer service skills.

**Core Competencies:**

* Cloud Infrastructure Management (AWS, EC2, Route 53, CloudWatch, SNS, IAM RBAC)
* Project Planning & Execution (Migrations, Upgrades, Implementations)
* Process Improvement & Workflow Optimization
* Vendor & Stakeholder Management
* IT Operations & Systems Administration (Windows & Linux)
* Knowledge Base development, Technical Writing, & Communication
* Team Training, Onboarding & Enablement
* Asset & Lifecycle Management
* Cybersecurity Awareness & Risk Mitigation
* Business Solution Design & Implementation

**Technical Skills**

* **Microsoft Office 365**: Outlook, Excel, Word, OneNote, PowerPoint, Microsoft Teams
* **Microsoft 365 Admin Center:** Microsoft InTune, Exchange Admin Center, Microsoft Entra ID
* **Cloud & DevOps:** AWS (EC2, S3, Route 53, IAM, CloudWatch, SNS), Terraform, CI/CD, Python, Bash, PowerShell
* **Systems & Infrastructure:** Windows Server, Linux, Active Directory, Group Policy, DNS, DHCP, Imaging & Patching
* **Networking & Security:** LAN/WAN, VPNs, Firewalls, SSL/TLS, HTTPS Configuration, Security Best Practices, RBAC

**PROFESSIONAL EXPERIENCE**

**IT Technician** -Tejon Ranch Company | Lebec, CA| 6/2014 – 7/2025

* Troubleshot and restored enterprise workstations to full functionality increasing uptime by 90%.
* Created an internal knowledge base, improving first-call resolution and off-site troubleshooting by 80%.
* Fostered proactive IT culture, minimizing downtime and boosting team morale.

**PC Support Technician** -Adventist Health | Bakersfield, CA|4/2011 – 12/2013

* Provided support for 5K+ users, maintaining Active Directory accounts and resolving network/system issues.

**CERTIFICATIONS**

Amazon Web Services (AWS) Certified Solutions Architect Associate | CompTIA Network+ (Expired) | CompTIA A+ (Expired)

**EDUCATION**

**Computer Support Technician Diploma** - Kaplan College

**Bachelor’s Degree in Computer Science/Information Systems Management** - Western Governor’s University

(Anticipated graduation December 2025)