JOVAN GASH

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IT OPERATIONS & KNOWLEDGE MANAGEMENT SPECIALIST

Achieving Operational Excellence Through Knowledge Systems

IT Operations & Knowledge Management professional with 15+ years of hands-on IT experience translating complex technical systems, processes, and institutional knowledge into clear, structured, and actionable knowledge solutions. Experienced in developing knowledge bases, standard operating procedures, technical procedures, troubleshooting guides, training materials, onboarding documentation, and technical reference content.

Combines deep technical knowledge across Microsoft 365, Windows, Linux, Active Directory, cloud infrastructure, networking, and enterprise IT with strengths in technical writing, information architecture, taxonomy, metadata, content organization, and knowledge governance. Proven record of improving operational efficiency, reducing reliance on tribal knowledge, accelerating troubleshooting, and creating documentation that enables technical and non-technical audiences to work more effectively.

CORE COMPETENCIES

Technical Writing & Documentation | Knowledge Management | Knowledge Base Development | SOP & Procedure Authoring | Technical Content Strategy | Information Architecture | Taxonomy & Metadata | Content Governance | Process Documentation | Training & Enablement | Onboarding Documentation | Root Cause Analysis | Process Improvement | IT Operations | Stakeholder Communication | Vendor Management | Cloud & Systems Infrastructure

TECHNICAL SKILLS

Documentation & Knowledge Management:
Technical Writing, SOPs, Standard Operating Procedures, Technical Procedures, Knowledge Bases, FAQs, Troubleshooting Guides, Training Materials, Quick-Reference Guides, Onboarding Documentation, Taxonomy, Metadata, Content Governance, Information Architecture

Microsoft 365:
Microsoft 365 Admin Center, SharePoint, Teams, OneNote, Word, Excel, PowerPoint, Outlook, Exchange Online, Microsoft Entra ID, Microsoft Intune

Cloud & DevOps:
AWS (EC2, S3, Route 53, IAM, CloudWatch, SNS), Terraform, CI/CD, Python, Bash, PowerShell

Systems & Infrastructure:
Windows Server, Windows 11, Linux, Active Directory, Group Policy, DNS, DHCP, Imaging, Patching, Endpoint Administration

Networking & Security:
LAN/WAN, VPN, Firewalls, SSL/TLS, HTTPS, RBAC, Security Best Practices, BitLocker

PROFESSIONAL EXPERIENCE

Helpdesk Tier III – Wilshire Law Firm | Los Angeles, CA | 4/2026 – 8/2026

- Provided Tier III escalation support for complex hardware, software, network, and infrastructure incidents supporting over 600 end users.
- Performed root cause analysis on recurring incidents, reducing repeat tickets
- Designed and maintained a centralized knowledge base containing technical procedures, operational standards, FAQs, and troubleshooting resources.
- Managed Microsoft 365 tenant administration, Exchange Online, Teams, SharePoint, and Entra ID services.
- Authored and maintained technical procedures, standards, and knowledge base documentation.
- Administered Active Directory user accounts, group policies, security groups, and permissions across multiple domains.
- Developed training materials, quick-reference guides, and onboarding documentation for IT staff and end users.
- Served as a subject matter expert responsible for documenting complex technical environments and support processes.
- Designed and maintained an enterprise knowledge management system utilizing structured metadata, taxonomy, and content governance principles.
- Championed a "documentation-first" culture that improved operational resilience and reduced dependency on tribal knowledge.

Desktop Support Technician (Contract, Windows 11 Upgrade Project) – UCLA Health | Westwood, CA | 2/2026 – 3/2026

- Performed enterprise Windows 11 deployments and migrations, ensuring seamless transitions with minimal downtime to clinical and administrative operations.
- Conducted comprehensive hardware compatibility assessments, proactively identifying upgrade roadblocks and recommending remediation solutions.
- Configured and optimized BIOS/UEFI settings, ensuring hardware readiness, security compliance, and performance consistency.
- Performed driver installation, and troubleshooting, reducing post-deployment incidents and improving device reliability.
- Executed secure data backups and user profile migrations using USMT, preserving user settings and minimizing disruption.
- Configured and enforced BitLocker encryption policies, strengthening endpoint security and protecting sensitive healthcare data.

IT Technician | IT Operations Manager – Tejon Ranch Co, NYSE: TRC | Lebec, CA | 6/2014 – 7/2025

- Troubleshot and restored enterprise workstations to full functionality increasing uptime for all users by 90%.
- Improved first-call resolution and troubleshooting by 80% by creating the company's first internal knowledge base.
- Trained staff on preventative maintenance best practices, reducing downtime while fostering a proactive, high-performing IT culture.
- Led company-wide Windows 11 upgrade project to standardize IT environment, simplifying support and maintenance.
- Reduced annual IT vendor costs by 70% without sacrificing service quality by hiring a new vendor.
- Revamped the new hire process, creating a streamlined workflow that reduced on boarding time by 50%.
- Led security awareness training sessions, increasing user vigilance and decreasing malicious link clicks by 75%.
- Developed training programs for technical and non-technical staff, increasing efficiency & reducing user error by 70%.
- Created an asset management system that reduced hardware search time by 90% through organized classification.

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

- Provided support for 5K+ users, maintaining Active Directory accounts and resolving network/system issues.
- Imaged, installed, configured, and repaired enterprise workstations, ensuring consistent system performance and minimal downtime across supported departments.
- Conducted proactive departmental and building rounds, identifying and resolving technical issues before they impacted end users.
- Diagnosed and troubleshot network connectivity issues, restoring service quickly and escalating complex incidents to infrastructure teams when necessary.
- Utilized ConsoleOne and Active Directory to manage and support 5,000+ user accounts, including account provisioning, permissions, and access control.
- Provided reliable on-call support coverage, responding to after-hours incidents to maintain operational continuity.
- Created and maintained detailed technical documentation, improving knowledge sharing and accelerating issue resolution for the team.
- Ensured strict adherence to organizational IT policies and security standards, reinforcing compliance and protecting sensitive data.

EDUCATION & CERTIFICATIONS

Bachelor's Degree in Computer Science/Information Systems Management - Western Governor's University (Expected 2026)
Computer Support Technician Diploma - Kaplan College
Amazon Web Services (AWS) Certified Solutions Architect Associate (Expired)
CompTIA Network+ (Expired)
CompTIA A+ (Expired)