

Jonathan De Lara

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Selected Accomplishments

NPR Specific

- Developed a PowerShell script that resolved an issue delaying the rollout of an updated version of iZotope RX Post Production Suite to NPR's Broadcast Recording Technicians
- Configured and published dashboard to display gaps in audio programming (Automatic Playback System)
- Team recipient of NPR's 2020 *One NPR* award that celebrates accomplishments that unify the organization by breaking down silos, streamlining processes and supporting a solutions-oriented culture

Previous Roles

- Developed and deployed a Slack chat bot leveraging Natural Language Processing that automated responses to common IT questions, reducing time staff spent responding in the IT support channel, and increasing productivity often lost to frequent context switching
 - Performed audit on existing VoIP service that resulted in company savings of over \$12,000 per month
 - Orchestrated the configuration and deployment of multiple large scale printer fleet roll outs
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Work History

National Public Radio

Oct 2019 – Present

IT Support Analyst

Culver City, CA

Resolution of Tier II and III support issues, with emphasis on Digital Audio Editors and Content Management Systems

- Administrator of the following:
 - NewsFlex Management System; Okta; Slack; Windows Server; Active Directory
- Responsible for configuring and maintaining studio and audio production machines/servers in the NPR West office
- Operator of DAVID Systems audio production and playout software, including Administrator, MultiTrack Editor (MTE), MultiPlayer, TurboPlayer, DigAIRange, DigAlign, Database Manager (DBM), MultiCoder
- Troubleshoot issues with TurboPlayer, NewsFlex, and MultiTrack Editor - including audio file recovery/replacement
- Primary maintainer of IT Knowledge Base documentation
- Assist with training new IT support staff
- Point of escalation for Tier I and II support staff

Riot Games

May 2014 – Jul 2018

IT Support Analyst

Los Angeles, CA

Resolution of Tier II and III support issues for over 2,500 users across 24 offices globally

- Administrator of the following:
 - Windows Server; Amazon Web Services; G Suite; Bettercloud; Slack; Jive; Lastpass; Duo Security; Onelogin; Identikey; Bomgar; Confluence; Jira; Pagerduty; Adobe Creative Cloud for Enterprise; Deepfreeze
- Resolved average of 450-500 tickets per quarter in ServiceNow
- Empowered users by consistently creating/updating knowledge base documentation
- Created/updated resource policies and roles on Juniper SSL VPN appliance
- Modified port/vLAN configurations on Juniper switches
- Point of escalation for Tier I and II support staff

Riot Games

Mar 2012 – May 2014

IT Associate Desktop Analyst

Los Angeles, CA

Resolution of Tier I and II support issues

- Imaged Windows machines using SCCM/FOG/Clonezilla, and macOS machines using Jamf Pro
- Maintained user, group, and computer objects in Active Directory
- Acted as company's primary frontline support for the following live events:
 - PAX Australia 2013, PAX East 2013, and League of Legends Copa Latinoamérica 2014

Riot Games*Player Support Technician***Sep 2011 – Mar 2012***Los Angeles, CA*

Technical support for League of Legends global player base in the most player-centric way possible

- Collaborated with other members of Player Support to discuss emerging issues and solutions
- Assisted with the Tribunal, which attempted to reform players that exhibited toxic behavior in-game
- Recognized for having highest player satisfaction rate on tech team on multiple occasions

Education and Certifications

- **California State Polytechnic University, Pomona**
Bachelor of Arts, Major in Psychology, Minor in Criminal Justice
- **AWS Certified Solutions Architect – Associate**
Validation# K6FQB3QC3FV11DWK

Skills and Interests

- **Skills:** Amazon Web Services; Microsoft Windows (7, 10); macOS; Windows Server (2008 R2, 2012 R2, 2016, 2019); SCCM; Powershell; Junos OS CLI; LDAP/AD; Internet Protocol Suite; G Suite; Jamf Pro; Troubleshooting
- **Interests:** Kaizen; Hiking; Mountain biking; Street photography; Metroidvanias