

## JOSHUA ABU

Greenville, SC 29609 • Cell: (914) 356-9250

Email: joshuah007@gmail.com

**DYMANIC, RESULTS-ORIENTED AND KNOWLEDGABLE PROFESSIONAL** web developer who is able to work alongside other talented IT professionals in creating websites to the very highest standards. He has a high awareness of industry issues and trends, particularly in regard to emerging technologies. He is an ambitious type who wants to get noticed, and has the drive and massive energy needed to really make a difference to a project.

### Career Highlights:

- Managed configuration and deployment of new users' desktops and profiles for 200+ employees
- Served as Tier I and II troubleshooter for 500+ employees (between 3 states) on issues regarding user's operating systems and provided support for standard office suite applications
- Partnered with senior helpdesk technicians to ensure seamless migration of 100+ employees to Citrix VDI

## SKILLS/TECHNOLOGIES

Backbone.js - React.js - CSS3 - HTML5 - JavaScript - jQuery - Bootstrap - GitHub - Yeoman - AJAX - MaterilizeCSS - Parse - SASS/SCSS - Heroku - Restful API - Underscore.js - Responsive Web Design - Twilio - MS Office Suites (2010, 2013) - Windows (7, 8, Mac OSX)

## CERTIFICATIONS/EDUCATION

The Iron Yard Academy – Front-End Engineering Graduate 2016

Bob Jones University – Bachelor of Science, Electronics and Computer Technology 2008-2014

CompTIA Security+ 2015-2018

CompTIA A+ 2015-2018

## WORK EXPERIENCE

**EDUCATION TECHNOLOGY SERVICES**.....2015  
*Greenville County Schools, Field Support Consultant*

- On-field technician providing support to 60 schools on issues regarding user's operating systems, standard office suite applications, and other technology requirements
- Partnered with System and Network Engineers to create and establish concrete network and security policies
- Led efforts to re-image, configure and deploy new users' desktops and profiles according to required specifications
- Installed recommended software applications according to school district/classroom policy

**GREENVILLE HEALTH SYSTEM**.....2015  
*Project Coordinator (EPIC Technical Dress Rehearsal Support)*

- Developed and distributed daily high-level overview progress reports of the TDRs and the scheduled sites to upper-level management and TDR teams
- Analyzed in-coming reports from the TDR teams to determine the qualifying status of each site (Pass or Fail)
- Led the allocation process (hardware replacement/deployment, EPIC analyst consultation) in order to qualify a previously failed site
- Facilitated the workflow of the TDR teams on their visits to the hospitals providing adequate responses to arising issues

**ORTHONET LLC**.....2010 - 2015  
*Helpdesk Analyst/Technician*

- Served as Tier I and II troubleshooter for 500+ employees (between 3 states) on issues regarding user's operating systems, standard office suite applications, printing needs, and other technology related issues
- Lead Administrator responsible for migrating 50+ remote users to Citrix VDA (remote access solution), creating access pin codes and teaching new VDA users proper logon procedures