

# Joseph Vandenhaak

## **IT Specialist**

Lake Stevens, WA 98258

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(425)219-5056

I am a patient, accomplished, authentic, and a great communicator who is ready to use all my experiences to help with any scenario that may arise. I am someone that can adapt well to any occasion and situation with ease. I can work well with a team of people or by myself to accomplish the tasks that are placed in front of me. I obtained my bachelor's from Central Washington University in Information Technology and Administrative Management with a focus on Cybersecurity. Once graduated I will be working on obtaining my CompTIA Security+, Ethical Hacker, and SANS certificates.

Authorized to work in the US for any employer

## Work Experience

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### **IT Help Desk Technician**

Fluke - Everett, WA

April 2018 to Present

- Support +1000 end users with issues all over the globe.
- Support complex Audio Video needs in the conference rooms with Polycom equipment.
- Support 3 off site locations with IT needs weekly.
- Image new and old computers with company image and assist with installation of needed software
- Manage ticket que through ServiceNow
- Monitor and update Carbon Black for the company

### **IT Specialist**

Allpak Containers - Renton, WA

August 2017 to March 2018

- Worked as tier 1-3 support for a company with 100-150 employees.
- Worked on things ranging from deploying new workstation to help rewire the entire main control service rack.
- Worked on both Windows and Mac OS workstations.
- Helped upgrade several out of date software systems, which helped increase productivity and overall function of the workflow.

### **Drivers Education Instructor**

911 Driving School - Bellevue, WA

April 2016 to August 2017

- Trained both teenagers and adults how to drive to the standards set by Washington State Dept. of Licensing.
- Worked with individuals from different countries and differing learning habits.

### **Security Officer**

Securitas - Bellevue, WA

March 2015 to January 2016

- Maintained security and safety of personal and equipment within my area of operation.
- Maintained strong observational skills so that I could notice if there was anything out of place and any malfunctioning equipment and anything out of the ordinary. Accomplishments Have found things that were out of place and able to notice small differences daily.

## **Specialist**

Military Police, US Army

November 2002 to March 2015

- Provided battlefield support by conducting area security and law and order operations.
- Preserved law and order for the peacetime community by securing critical resources and administering crime prevention programs.
- Conducted dispatcher duties, which included radio operations, alarm monitoring, daily log of activities, answering phones, and helping with personnel that came to the station.

1. 2009 - 2012

Military Working Dog Handler, US Army

- Responsible for care, maintenance, and training of a military working dog (MWD).
- MWD operations included Explosive and Narcotics Detection and Patrol Training.
- Security, responsible for monitoring alarms; patrol the base and health and welfare checks.
- Mobilized to Afghanistan in support of Military contingencies and operation as dog handler.

## **Education**

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### **Bachelor's in Information Technology and Administrative Management - Cybersecurity**

Central Washington University - Ellensburg, WA

September 2018 to August 2020

### **AAS in Computer Security and Network Technology**

Lake Washington Institute of Technology - Kirkland, WA

January 2016 to August 2017

## **Skills**

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- Help Desk
- Desktop Support (2 years)
- Active Directory (3 years)
- Polycom (1 year)
- Network Support
- Cisco
- Microsoft Office (3 years)
- Linux (2 years)
- Microsoft Windows
- VMWare
- Microsoft Windows Server

- Nexpose (Less than 1 year)
- Carbon Black (Less than 1 year)
- Operating Systems
- PowerShell
- Virtualization

## Links

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<https://www.linkedin.com/in/joseph-vandenhaak-75a32a9a>

## Military Service

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### **Branch: US Army**

Service Country: United States

Rank: Specialist

November 2002 to March 2015

## Awards

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### **All Star Award**

May 2019

Recognition for outstanding work

### **All Star Award**

January 2019

Recognition for outstanding work

### **All Star Award**

August 2018

Recognition for outstanding work

## Assessments

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### **Basic Computer Skills: PC — Expert**

July 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Expert](#)

### **Technical Support — Completed**

July 2019

Applying protocols to identify errors and solutions in order to maintain system function.

Full results: [Completed](#)

## **English Communication Skills: Typing — Familiar**

July 2019

Transcribing text using a standard keyboard.

Full results: [Familiar](#)

## **Proficiency with Microsoft Office: Mail & Calendar (PC) — Highly Proficient**

August 2019

Using Microsoft Office Mail and Calendar tools to manage workload.

Full results: [Highly Proficient](#)

## **Verbal Communication — Highly Proficient**

September 2019

Speaking clearly, correctly, and concisely.

Full results: [Highly Proficient](#)

## **Problem Solving — Proficient**

February 2020

Measures a candidate's ability to analyze relevant information when solving problems

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## **Additional Information**

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Manage Training, schedule upcoming events, Microsoft Office (6 years), IPv4, IPv6 (3 years), Group Policies (3 years), Active Directory (3 years), HTTP scripting (Less than 1 year), JavaScript (Less than 1 year), PowerShell (1 year), IPv4 Subnetting (1 year), IPv6 Subnetting (Less than 1 year), Group Policies (2 years), RSAT & MMC (Less than 1 year), DHCP (3 years), DNS (3 years), Windows 10 (4 years), Windows 7 (4 years), Microsoft Server 2012 (2 years), Routers (2 years), Switches (2 years), VLANs (Less than 1 year), 802 standards (1 year), Photoshop (Less than 1 year), Linux (1 year), Windows server 2016 (1 year), Printers (2 years), Virtualization (3 years), Pro Presenter (1 year), SQL (Less than 1 year), Manager plus software (Less than 1 year), Handheld scanners (Less than 1 year), Cisco Meraki (Less than 1 year), WatchGuard (Less than 1 year), Citrix (Less than 1 year), Esko (Less than 1 year), Dell Switches (Less than 1 year), RJ45 making (1 year)