

# JOSH HOLLIS

## **SUMMARY**

To secure a challenging position in the technical support field in an organization where I can make a positive impact on the technical support environment. With my years of experience working for corporate and hospital environments, training co-workers, supporting end-users, and other technical departments I look forward to being a positive influence on any department.

## **EXPERIENCE**

---

<i>Blueprint Technologies</i>	<i>May 2019-November 2020</i>	<i>Senior IT Support Specialist</i>
-------------------------------	-------------------------------	-------------------------------------

---

- Worked on active service requests to ensure that they are resolved in a timely manner and updated with appropriate information (steps taken to resolve and resolution with customer buy-off).
- Worked with vendors such as Dell and Lenovo to order laptops and other computer hardware as necessary.
- Worked with MFD vendors in resolving printer hardware issues, working on new leases, moving printers, and other issues as needed.
- Familiar with running Zoom meetings and Webinars.
- Providing Window 10 support and Mac OS support as needed.
- Provided support to a variety of tablets such as the Surface and iPad.
- Worked with Azure Active Directory.
- Provided support for 6 buildings scattered across the Bellevue metro area.
- Worked with Google Chromecast devices.
- Provided AV support for conference rooms, and large team and company meetings.
- Familiar with providing remote support with apps such as MS Teams, Teamviewer, Slack, Zoom, and others.
- Supported Office2016/Office 365 and managing Office 365 accounts.
- Providing 2<sup>nd</sup> level support to Tier 1 Helpdesk employees as needed to assist with technical issues.
- Acted in a Team Lead role to support team members and resolve difficult technical, Supported Office2016/Office 365 and managing Office 365 accounts.
- Assisted Facilities with remodel meetings where IT Helpdesk consultation was needed.
- Worked as the Team Lead for the Helpdesk for six months.
- Participated in weekly department managers meetings. This covered what the teams had done the previous week and what they were doing in the upcoming week.
- Imaged and deployed laptops and desktops for local use and for remote employees.
- Assisted with projects such Supported Office2016/Office 365 and managing Office 365 accounts.
- Assisted with moving everyone over to Windows Virtual Devices and VPN's as we moved staff out of the buildings to remote workplaces during COVID.
- Assisted in moving out of one office building and getting systems setup in the new location.
- Worked on creating documents to assist the Helpdesk team in resolving issues. Created some documents to assist users in working devices or common issues.
- Tracked and monitored IT inventory. Assigned and updated assets to users and locations. Ensured that asset tags are assigned to new hardware. Involved with team in updating asset system as it was not up to date when we started. Ensured that all new systems for 2020 were entered into the system through an audit and review.

---

<i>TrueNorth ITG</i>	<i>October 2017-April 2018</i>	<i>Managed Services Technician</i>
----------------------	--------------------------------	------------------------------------

---

- Familiar with supporting Windows 7, 8, and 10.
- Provided support for Mac products as needed.
- Worked on Windows Server 2008 and 2012 using Active Directory, print management, a
- Familiar with Active directory and managing user accounts
- Familiar with Office products up to Office 2016/Office 365 and managing Office 365 accounts
- Familiar with Exchange Admin console managing user mailboxes and accounts
- Familiar with supporting a wide variety of Desktop, laptops, printers, and tablets (ipad, surface, Chromebook).
- Comfortable supporting cellphones such as iphone and Android so customers can access email.
- Great troubleshooting abilities and attention to detail.
- Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- Check computer hardware (HDD, mouse, keyboards etc.) to ensure functionality
- Install and configure appropriate software and functions according to specifications
- Worked with Cisco Umbrella and Webroot to Ensure network and system security.
- Worked with Connectwise ticketing system.
- Worked with Kaseya as a primary means of remoting into client workstations
- Familiar with a variety of means to remote into client workstations: RDC, Teamviewer, Logmein123, and others.
- Providing remote and local support to a variety of clients public and private.
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Maintain records/logs of repairs and fixes and maintenance schedule
- Improve customer service, perception, and satisfaction
- Escalate service issues that cannot be completed within agreed service levels
- Document internal processes and procedures related to duties and responsibilities
- Responsible for diligently entering all time and expenses in the ticketing system as they occur
- Enter all work as service tickets into True North ticketing system
- Experienced managing my time with clients and tickets.
- Exceptional communication skills that allow me to interact with my customers via email, text, voicemail, and in person
- Excellent troubleshooting skills that allow me to address a variety of technical issues.
- Ability to adapt to changes quickly
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Self-motivated with the ability to work in a fast moving environment
- Familiar with providing technical support and problem resolution for unfamiliar software and hardware.
- Familiarity with ticketing systems or professional service automation tools.
- Familiar with maintaining inventory of Computers, peripheral hardware, phones, and software
- Have deployed and administered VoIP phones (Cisco and Avaya).
- Provide scheduled Onsite visits.

Apex/SCCA

December 2016-October 2017

Desktop Specialist II

- Provides top-notch end-user support and ensures customer satisfaction for advanced technology and application questions and problems in a clinical environment.

- Organizing and deploying a PC refresh for laptops and desktops that are outdated and need to be replaced.
- Providing support to customers via the phone, locally at their desk or via remote to resolve their issues.
- Familiar with Cherwell ticketing software..
- Preparing and configuring lab setup for computer imaging.
- Supporting Dell desktop and laptop systems.
- Imaging computers using PXE boot environments.
- Network configuration for desktop, laptops and printers.
- Assisting in small and large scale moves as needed.
- Provide support for VMware View environments for customers.
- Using Active Directory to manage user accounts, group permissions, computer objects.
- Experience with Office 365 and Skype for Business.
- Supporting HP printers and working with Copiers Northwest as needed.
- Providing support for TITO devices in conjunction with Onesign.
- Patching the patch panel to activate network ports as needed.
- Supported TITO devices
- Familiar with Onesign.
- Familiar with Imprivata.
- Worked with Cisco Unity.

Apex/F5 Networks

April 2016-December 2016

Desktop Tech

- Provides top-notch end-user support for advanced technology and application questions and problems.
- Respond to advanced approved requests to provide timely support to end users for setting up, installing, delivering and relocating computers, related equipment, and network connections and access.
- Manage HelpDesk telephone queue and mailbox. Multitask, prioritize and organize Helpdesk workload.
- Ensures all incidents and requests are resolved against SLAs.
- Maintain accurate and timely status information; record sufficient resolution summary information when closing or escalating tickets.
- Provide advanced timely analysis and resolution of computer hardware, software, and network connectivity/access problems reported by end users. Ensure root cause of problems is understood, address or escalate; verify fixes and obtain end user validation.
- Assisted with maintaining and documenting knowledge base articles.
- Avaya phone software configuration and physical phone setup.
- Coordinate the deployment of new hardware and software using the Asset Tracking system.
- Supporting users at multiple office locations across the country/world and field agents stationed across the US.
- Familiar with ServiceNow Ticketing system
- Setup, track, deploy loaner computers as needed.
- Imaging and deploying Lenovo and Dell laptops and desktops for refresh, repairs, and new users.
- Imaging and deploying Mac laptops
- Work closely with other members of the IT organization to help address more complex issues and ensure free flow of information. Work closely with other departments to satisfy end user requirements.

- Familiar with Active Directory: Managing user accounts, group permissions, computer objects.
- OWA ECP/Outlook Manager. Managing mailboxes, DLs, Shared Mailbox
- Supported Windows 7, 8 and 10. Supported Mac OS El Capitan
- Administering network file share permissions on servers.
- Familiar with O365 licensing and applying to user accounts.
- Worked with multiple versions of Office software.
- Remote access support: VPN, Terminal, RDP, Bomgar,

*University of Washington Medical Center 2003-April 2015 Senior Computer Specialist*

- Assisting end-users with hands-on Tech support as a part of the Workstation support Team at HMC/UWMC. Responsible for maintaining daily and weekly ticket SLAs. This entails workstation builds/setup, determining support boundaries, printer issues, resolving end-user application issues, network issues, and internal application problems.
- Installs and repairs facility equipment and software via standards and guidelines, including but not limited to terminals, personal computers, printers, cabling, and related software products. Products that are in warranty and out of warranty.
- Responds to and resolves inquiries and requests for assistance with division or facility computer systems, and provides a superior customer support experience for all customers.
- Analyzes and provides hands-on support for moderate to complex inquiries. Determines appropriate technical area or vendor to resolve the problem and coordinates with other technical groups as needed
- Logs and tracks problems; reviews problem tracking databases
- Performed numerous facility-based moves of varying sizes ranging from 100+ system clinic build outs, moves to small clinics, larger moves involving 300+ systems over staged period of time. During the work week and weekend moves. Build outs and moves entailing (UW Tower, Northgate Clinic, MS Clinic).
- Maintains documentation for each incident or request, and escalates complex problems to the next level of support per documented procedures as needed.
- On-call coverage rotation of 2 Medical Centers and outlying clinics (HMC and UWMC) during off hours from 6pm-7am for a week at a time. Daytime pages are covered by entire staff.
- Maintains and protects confidentiality with regard to all aspects of patient care and employee information.
- Assisting new team hires with work process, training, and learning the environment
- Documenting department applications installs, troubleshooting, common issues that were non-standard applications for hospital environment.
- Providing solo support to Northgate 300-500+ workstations/users.
- Providing solo support to UW Tower 300-500+ workstations/users.
- Familiar with Active Directory, Sophos Antivirus Console
- Familiar with remote support: SCCM, VNC, RDP, SSLVPN
- Performs preventative maintenance
- Recommends process changes that improve the implementation, maintenance and support of desktop equipment and software
- Effectively works with customers, Service Desk and Technical Services personnel
- Familiar with a multitude of Microsoft Operating systems: Windows NT, Windows 2000, Windows XP, Windows 7
- Conducted Job interviews of prospective hires on the Helpdesk team. Routinely involved in evaluating their potential as a new employee and developing technical questions for technical interview.
- Participates in meetings and continuing education to improve individual, departmental and organizational performance.
- Was the IT support lead on several project build-outs for new clinics and moves.

- Detecting and removing viruses and Malware.
- Experience with multiple versions of MS Office including Skype for Business

#### *Drugstore.com 1999-2002     IT Support Engineer*

- Responsible for the day-to-day operations of all corporate servers. This includes their maintenance, scheduling downtime for updates, repair, providing support to department servers, monitoring and restoring services as needed, and resolving any technical issues.
- Responsible for Corporate Backups using Veritas. This involves daily, weekly, and monthly off site backups.
- Familiar with basic network configuration and support. Worked on patch panels, cable management, activating new ports, troubleshooting network connectivity issues.
- Maintained and resolved issues with Exchange 5.5 Servers, including upgrades, repairs, and mailbox issues.
- Assisted Helpdesk co-workers resolving technical issues and escalated them to myself as needed.
- Managed team of Helpdesk interns providing training and work assignments.
- Provided cross-training to Helpdesk team members with Backups, email, and any possible server issues.
- Provided support to end-users on all manner of problems: Configuring and Building new desktops and laptops, application issues, printer issues, network issues
- Conducted Job interviews on prospective hires for the Helpdesk team.

#### *Boeing/Comforce     1998 CMC Analyst*

- Provided support and customer service to customers.
- Problem analysis and resolution to developers and end-users of CATIA on UNIX(AIX) and MVS systems.
- Dispatched problem tickets to appropriate application support groups/focals.
- Maintained and updated CMC website, using Frontpage.

#### *Keane Inc. 1996-1998     Senior Technical Support Representative*

- Provided Tech Support in a Call Center Environment for Windows 95/98, NT Workstation 4.0, Internet Explorer and Windows Plus.
- Received 1 month of intensive training in Advanced Problem Solving skills to resolve Customer Issues, Windows 95/98, Internet Explorer, and Plus.
- Managing a team of Technical Support Representatives which entailed evaluating employees on their Technical ability and Call Control, providing necessary training, monitoring their calls and determining their progress, sitting in on job interviews as needed.
- Developing teams that learn to rely on one another and enhance each others skills, thus aiding in their continuing development.
- Assisting Team Members in their Support Calls and providing Tech Support to them as needed.
- Assisted in presenting Call Coacher training and presenting material to the Team Leads
- Member in the Employee Involvement Group and Quality Assurance Team

## **EDUCATION AND SKILLS**

- February 2015 CompTIA Network+ Certification
- 2013 CompTIA A+ Certification
- 2000-2001: Earned MCP certifications in Networking Essentials, NT Workstation 4.0, and NT Server 4.0
- 1989 Graduated Snohomish High School