Joshua Brush

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(480) 531-0622

• Hard-working, trustworthy and skillful tradesman who is dedicated to providing excellent output and quality customer service.
• Continuous drive to improve process for improved performance.
• Comfortable working in a fast-paced environment individually or as part of a larger team.
• Ability to conduct physically-demanding work for extended periods of time while producing high quality results.
• Staying up to date with new technology trends and procedures.
• Ability to manage others through influence rather than direct authority.

Authorized to work in the US for any employer

Work Experience

Help Desk Tier 3
365 Managed IT - Phoenix, AZ
August 2019 to Present

• Over seeing and managing projects that include 3rd party vendors ensuring that the project is completed according to specifics and in a timely manner.
• Network triage addressing outages both remote and on site.
• Firewall configuration and troubleshooting with Sophos, Fortinet, Cisco and Meraki devices.
• Monitor server event logs, performance logs, growth of data on the network, and checking the status of daily server backups.
• Performed day-to-day maintenance and installation of server, networking equipment, virtual machines.
• Implemented Hardware diagnostic and repair for the company increasing profits for the company comparatively to seeking repairs outside the company.
• Addressing a wide variety of issues that arise with Microsoft products.
• Worked extensively within the corporate Active Directory and Group policy environment, performing resource provisioning and troubleshooting.
• Addressing website issues and working with 3rd parties ensuring that projects needs are met.
• Voip phone configuration and deployment for large and small business environments.
• Participated in on-call rotation to provide 24/7 support for critical restarts of infrastructure, software, hardware, and internet connections.
• Exchange administration, including creation, forwarding, deletion, re-provisioning of licensing and moving of accounts.
• Multi-Function Printer file share and user setup and configuration as well as troubleshooting issues that may arise.
• Backup monitoring and troubleshooting to increase environment security.
• Work on moderately complex assignments, using judgement to resolve problems and make routine recommendations.
• Monitoring and implementing anti-virus and security systems to provide effective systems.

• Preform operating system software updates, upgrades and patches.

Field Technician
Allierad IT Solutions
2017 to 2019

• Performed professional and friendly technical services for many dental offices across all the Houston area.
• Extensive knowledge of Cat 5/Cat6, Coax, RJ-11 and camera cabling experience, as well as proper termination of the cable and proper amount of a service loop for any pull.
• Fiber termination and splicing, ensuring that there is a smooth strong connection
• Full setup of office equipment installations to the specifics ordered to carry out.
• Capable of installing a server rack and other various equipment needed within the Network room, patch panel, wire Tamers/Panduit, all in a meticulous manner.
• Benchwork experience OEM component level hardware repair/replacement.
• Extensive knowledge of set up and configure Printers, Fax, and IP phone systems.
• Ability to set up and configure as well as install layer 2 networking equipment.
• Able to mount TVs/Monitors ensuring that they are level and visibly appealing.
• CCTV experience. Able to install and test camera systems. Including the wiring and setup and config of the DVR.
• Neat and organized wire management, including, cabling above the office to setting up office equipment and routing the wiring to the patch panel.

Jr. Administrator
HostGator
2015 to 2017

• Carried out technical phone and chat support and able to type up to 60 plus words a minute.
• Extensive knowledge of the Linux environment and the familiarity of the majority, of different distributions of Linux.
• Extensive cPanel and WHM knowledge.
• Advanced knowledge of Windows and Microsoft products, including Plesk and parallel panels.
• Dealing with customers in a professional and friendly manner, working at a fast pace to resolve the issue in a timely manner.
• Troubleshooting connectivity issues and determining advance DNS issues in a timely manner.
• Assisting in connectivity issues with email clients such as Microsoft Outlook, Mozilla Thunder bird, Mailman and other various email related clients or applications.
• Trouble shooting of customer websites ranging from WordPress, Joomla and other CMS based websites.
• Able to carry out database migrations through either shell or cPanel as well as carrying out file transfers, using either FTP or shell.
• Upselling customers for various products and services that the company offered.

Repair Technician
SuperCart
2013 to 2014

• Repaired a wide range of golf carts, diagnosing malfunctions and damage and carrying out the required work.
• Documented work orders in accordance with company policy.

Service Representative
A Natural Pest Control
2001 to 2006

• Performed in a range of positions including as a sales representative, bookkeeper, and a commercial/ residential service representative.
• Attended client sites in the capacity of a pest control subject matter expert to diagnose and carry out pest control needs.
• Recommended expertise on how to better control and eliminate the customers pest problems.
• Performed Exclusions to prevent pest from entering the customers location.
• Added the needed pesticide around the perimeter outside and inside as a method of setting a barricade so the insects would not enter.
• Beehive removal and extermination.
• Arachnid extermination.
• Rat/Rodent removal and relocation.
• Ant and Roach treatments to prevent re-infestation and re-entry.
• Top Sales representative.

Freelance
Self-Employed
2002

Carried out residential renovation projects which included installing shutters, fencing, piping, electrical, trim work, drywall and tile.
• Managed and performed planning of new installations in accordance with project specifications in an efficient and timely manner.
• Conducted tear-down and removal of old elements and materials, including clean-up.
• Exemplified standard construction safety practices at all times.

Freelance/Self-Employed - Electronics Repairman: 2002 -Present

• Conducted repairs on computers and mobile devices, specializing in Windows, Linux and Apple operating systems.
• Delivered excellent customer service with an emphasis on ensuring ongoing client satisfaction.

Education

Some College
Lonestar College
August 2018 to 2019

Electrical Engineering
Miami Dade College
2011 to 2013

Skills

• Active Directory

- DHCP
- LAN
- Linux
- VoIP
- Network Firewalls
- Help Desk
- Computer Networking
- Microsoft Office
- Windows Server 2008
- Repair
- DNS
- Technical Support
- Operating Systems
- Network Support
- VPN
- TCP/IP
- Mobile Devices
- Cabling
- WAN
- SQL

Certifications and Licenses

DCSE 2000 Client 2016 (Cert ID: 3211)
March 2017 to March 2018

DCSE 2000 Client 2016 (Cert ID: 3211),

DCSE 1000 Client Foundations 2017 (Cert ID: 3236)
March 2017 to March 2018

DCSE 1000 Client Foundations 2017 (Cert ID: 3236)

Dell EMC Service Basics 2017 (Cert ID: 3237)
March 2017 to March 2018

Dell EMC Service Basics 2017 (Cert ID: 3237)