

Joshua Gill

5601 S 2nd Ave, Everett, WA 98203 • Cell:: 425-750-2355 • Joshua.gill@outlook.com

Professional Summary

I am a detail-oriented network cabling installer with great work experience across all project phases - from ideation, costing, installation, and support - individually or as part of a team. In the past three years I have successfully completed more than [30] Point-of-Sale hardware installation projects, gained two new certifications, and grown to manage the team that supports more than 50 restaurant locations across Washington state.

Skills

Software: Proficient in Windows distributions (Windows XP, Vista, 7, 8, 10), Office365 / Google Suite, Android, RDM, Parted Magic, Active Directory, Aloha POS, Linux, Unifi Networking Systems, Zendesk, "Asset Panda" Inventory Systems

Hardware: Computer hardware assembly, cable-support systems, punch-down rack systems, RJ11 / RJ45 cable crafting, cabinet + rack installs, Dell and Cisco switches, mobile phone repair, printer setup and repair, cable running and management, router + WAP management, VOIP integration

Work Experience

Lead Restaurant Technology Technician, 06/2018 to 11/2020

Taco Time Northwest– Renton, WA

- Created custom windows 10 images for use in various models POS Systems, allowing adoption of new mobile payment platforms.
- Liaison between construction companies, overseeing new / renovated building network installations (12 restaurants network deployments done by hand, oversaw 20+)
- Operated on and managed the Zendesk ticketing system, facilitating on-site repairs for 50+ sites.
- Created new layout and guidelines for the documentation process, reducing ticket escalation frequency.

Restaurant Technology On-Site Technician, 08/2017 to 06/2018

Taco Time Northwest– Renton, WA

- Ran Point-to-Point connections from server racks to terminals across various building layouts, ranging from 10-150+ feet.
- Installed new monitors, cable racks, desktops, terminals, and networking hardware for 50+ locations
- Oversaw the "cable refresh program", replacing all cat5e cable infrastructure for multiple businesses

Lead Desktop Support Technician, 05/2014 to 08/2017

PC Recycle & Repair – Woodinville, WA

- Built and deployed custom Windows system images to hand-built desktop computers for retail sale at three storefronts.
- Remotely managed six businesses via Teamviewer and swiftly handled customer concerns.

Certifications

CompTia A+ (2016 - 2020), Aloha Point-Of-Sale Management Systems Certification (2018-2020)