JOSHUA RYAN COSIMI

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RELEVANT SKILLS

- Windows, iOS, and Linux Operating Systems
- SharePoint
- Virtual Machines
- SQL

- Hardware/Software Troubleshooting
- Android/iPhone OS
- Operating System Install
- Service Now

- Computer Assembly / Disassembly
- Business Communications
- Customer Service
- Microsoft Office Suite

EXPERIENCE

Providence, Renton, WA   March 2021 – September 2021
IT Analyst Intern

- Assisted in the creation and permissions of 50+ shared mailboxes both physical and in the outlook space each week
- Created a Transfer Matrix utilizing Excel to pair key information about customer issues and distribution to the appropriate teams
- Reviewed and resolved 100+ helpdesk tickets per week, supporting caregivers with tech issues

Walmart, Marysville, WA   May 2020 – Present
Online Grocery Pickup

- Communicated with customers regarding product needs, assisted with purchasing decisions, and resolved any concerns that arose to provide high quality customer service experience
- Demonstrated strong attention to detail when reviewing and fulfilling orders, as well as utilized strong product knowledge to make appropriate substitutions to ensure accuracy of orders and overall satisfaction
- Generated new business and associated revenue by actively promoting department services and offerings to customers
- Responded to customer inquiries and requests, helping customers register for department services and soliciting feedback from customers regarding shopping experience

EDUCATION

Year Up / Seattle Central College, Seattle, WA   September 2020 – September 2021

- Completed coursework in IT Helpdesk, Customer Service, Microsoft Applications, and Business Communications, with specialized training in Computer Network Support
- Earned Professional of The Week (POTW) Award
- Led to a six month Internship at Providence

Sno-Isle Skill Center, Mukilteo**,** WA   September 2017 – April 2019

- Worked in the Computer Servers Networks track
- Troubleshot computers and networks
- Developed within IOT, Raspberry Pi, and cloud computing

CERTIFICATIONS

- Windows Operating Systems Fundamentals   Issued May 2018