
JOSEPH HARRIS
765.577.1204 | joeharris04@icloud.com

HELP DESK TECHNICIAN

Technical Support | Customer Support | Software Troubleshooting

Results-oriented and adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:**

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|--|---|---|
| <input type="checkbox"/> Help Desk Ticketing Systems | <input type="checkbox"/> Phone & Online Support | <input type="checkbox"/> Customer Service |
| <input type="checkbox"/> Problem Diagnosis | <input type="checkbox"/> Office 365 Support | <input type="checkbox"/> Complaint Handling |
| <input type="checkbox"/> Technical Troubleshooting | | |

TECHNOLOGY PROFICIENCIES

Platforms: Windows 7, 8, 10, macOS, iOS, Linux (Ubuntu Desktop and Server)
Software: Active Directory, Office 365, Outlook, Cisco AnyConnect, Duo, Slack, Zoom
Browsers: Mozilla Firefox, Google Chrome, Safari, Microsoft Edge
Networking: LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS
Programming: HTML/CSS, Python, PHP

SYSTEM ADMINISTRATION EXPERIENCE

WINDOWS SERVER 2016 | Hands-On Virtual Labs

- Installed and setup VMware Workstation, Windows Server 2016, linked clones, and RDP.
- Added Windows 10 client machines to Windows Server 2016 domain.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPO) in Active Directory.

UBUNTU SERVER | Self-Taught Homelab

- Install Ubuntu Server on Raspberry Pi 4
- Set up Samba filesharing for basic NAS

WORK EXPERIENCE

LA ACTING STUDIOS, North Hollywood, CA

8/2019 – Present

Camera Operator/Video Editor

- Operate various cameras during classes and short films
- Color grade and edit demo reels for actors
- Manage file storage for the studio

NEW YORK FILM ACADEMY, Burbank, CA

9/2019 – 12/2021

Equipment Technical Assistant

- Assist teachers and students with equipment and technology needs during classes and workshops
- Troubleshoot film production gear and computers

EDUCATION & CERTIFICATIONS

- Studying for CompTIA A+

Indiana University-Purdue University Indianapolis, Indianapolis, Indiana

May 2019

Bachelor of Science, Media Arts and Science

Coursework: IT Fundamentals, MS Office Applications, Web Design and Development, Video and Audio Production