

JOSHUA RYAN COSIMI

Tulalip, WA • (425) 443-7562 • joshuacosimi@outlook.com

RELEVANT SKILLS

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|---|-------------------------------------|-----------------------------------|
| • Windows, iOS, and Linux Operating Systems | • Hardware/Software Troubleshooting | • Computer Assembly / Disassembly |
| • SharePoint | • Android/iPhone OS | • Business Communications |
| • Virtual Machines | • Operating System Install | • Customer Service |
| • SQL | • Service Now | • Microsoft Office Suite |

EXPERIENCE

Providence, Renton, WA

March 2021 – Present

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

July 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 – Present

- 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

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| • Windows Operating Systems Fundamentals | Issued May 2018 |
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