

# JOSEPH J. CRUZ

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15921 93<sup>rd</sup> Ave. E. Puyallup, WA 98375 | 253-888-5514 | jcruz1724@gmail.com

## QUALITY ATTRIBUTES

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- Active Directory
- TCP/IP protocols
- Windows and Mac systems
- Creative problem solving
- Team work
- LAN and WAN
- Wireless networking
- Mobile devices
- Project management
- Strong planning skills

## EDUCATION

**Pierce College Puyallup**

**Fall 2014-June 2018**

- Associates in IT Network Engineer
- Certification in Windows Computer Systems Admin

Course Work: Public Speaking, Technical Writing, Human Relations in the Work Place, Math, and English.

CCNA and Windows: Intro to Networks, Routing and Switches, Windows Client Operating System, Managing Windows Server, Administering Windows Server, Configuring Advance Windows Server, Computer Operating Systems, Connecting Networks, Intro to programming, Linux, PowerShell and Computer Installations.

Accomplishments: Placed on Dean's list 3 consecutive quarter for a GPA higher than 3.5 and President's list for a 4.0 GPA for fall 2018 quarter.

## INTERNSHIP

**Washington State Fair**

**Sept 2018**

Support the ticket sellers in the maintenance of hardware, software and other systems. Troubleshoot issues with equipment like printers, computers, and servers.

Apply software updates backups when requested. Research unusual bugs or issues the company encounters

**Supervisor:**

Ryan Gilbertson

Network Administrative Services

[ryan@nasvc.com](mailto:ryan@nasvc.com)

Cell: 253-237-4224

**Spanaway Lake High School**

Spanaway, WA

**1999-2001**

Diploma

## WORK EXPERIENCE

**Sefnco Communication** 02/18/2020-05/13/2020 (laid off)

1019 39<sup>th</sup> Ave SE #200

Puyallup, WA 983754

**Position:** Help Desk Technician

**Job Description:** First point of contact for phone calls that come in. Ticket management of the whole department. Ticket distribution to onsite techs in Washington, California, and Colorado locations. Monitor, support, and troubleshoot the basic hardware and software problems. Clearly communicate technical solutions in a user friendly/non-technical manner. Work with internal and external clients via phone, email, Microsoft Teams chat, or remotely to resolve problems. Perform basic troubleshooting and problem resolution for all types of IT infrastructure as assigned – hardware, software, telecommunications, business application, customer connectivity, LAN, WAN, and others. Triage basic problems, taking corrective action to ensure availability and minimize downtime.

**Allergy and Asthma Specialty Services** 07/15/2019-02/14/2020

11203 Bridgeport Way SW

Lakewood, WA 98499

**Position:** IT Specialist

**Job Description:** Only point of contact for 30 Employees at 5 clinics from Puyallup to Silverdale. In charge of setup of user accounts using Active Directory. Setup of email and Office 365 tools that the staff uses. Assist the medical staff with issues using N-Central remote access. Manage and monitor proprietary programs that are used for the clinic's medical records, where privacy and security of patient information is a priority. Hardware repair/replacement on PC's and software installations over the domain. Deployment and setup of thin clients for the medical staff to access the

server. Setup of RDS (remote desktop services) for the Doctor's to work from home on their laptops. Maintain and manage the printers for all the locations. Maintain the phone systems that are VOIP, this includes clinic extensions, setup, and greeting system. Maintain and updating of the company's website. First point of contact with any third-party vendors, this includes any ordering and warranty issues.

**Larson Automotive Group** 02/25/2019-07/12/2019

7815 S Tacoma Way  
Tacoma, WA 98409

**Position:** IT Specialist

**Job Description:** Service over 500 employees with technical needs, that include setup new user accounts, E-mail service, proprietary programs, and hardware issues. Network management, software deployment, and various application administration. Manage VOIP system for all employees, this includes setup and management. Work with external partners for various hardware and software vendors for the most appropriate system implementation. Provide training to non-technical employees on the business's information system. Install and configure computer hardware operating systems and applications. Use of ticketing system to diagnose and priorities user issues. Communication between employees through E-mail, face-to-face or over the phone to resolve issues.

**Wrapjax** 08/08/2016-02/23/2019

11110 25th Avenue East, Suite B  
Tacoma, WA 98445

**Position:** Installer

**Job Description:** Installation of vinyl graphics that are applied to cars, vans, and trucks. Vehicle are used as a form of advertising or for personal customizing. The process includes the preparation of the vehicle, and the installation of the graphics using hand tools.

**Idens Dealer Services** 9/12/2013-03/16/2014

16935 Southcenter Pkwy  
Tukwila, WA 98188

**Position:** Installer/Detailer

**Job Description:** Certified 3M paint protection film installer. Install paint protection film on all painted surfaces of a car, detailing experience with new and used cars which involves interior and exterior of the vehicle.

**Raceways Technology MFG. INC.** 4/27/2009 – 8/12/2013  
1427 E 26th Street  
Tacoma, WA 98421

**Position:** Shipping Warehouse

**Job Description:** Select merchandise for shipment and stack on pallet neatly by using a pallet jack or fork lift. Correctly label product so that label can be seen on the outside of the pallet. Carry out pre-shift checks on all equipment.

**Joe's Sports** 9/10/2004- 3/23/2009  
120 31st Ave SE  
Puyallup, WA 98374

**Position:** Loss Prevention District Trainer

**Job Description:** Recommend improvement in loss prevention programs, staffing, scheduling, or training. Train loss prevention staff, retail managers, or store employees on loss control and prevention measures. Assess security needs across location to ensure proper deployment of loss prevention resources, such as staff and technology.

**Raceways Technology MFG. INC.** 6/26/2001 - 9/6/2004  
1427 E 26th Street  
Tacoma, WA 98421

**Position:** Production

**Job Description:** Starts up and stops equipment. Clean production area, sweep, mop, and remove debris from machine. Load and unload items from machine, carts, and pallets. Feed or place items onto equipment for processing. Ensures items meet company specifications. Remove any damaged or ineffective products that will pass quality control as final product.