

# Joshua Moser

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360-420-0648

Authorized to work in the US for any employer

## Work Experience

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### Technical Support 2

Jamco America Inc. - Everett, WA

October 2018 to May 2020

- General user technical support for desktops, laptops, mobile devices.
- Device image creation, management and deployment.
- Management of ~12 site conference rooms.
- Management and maintenance of 80+ unit printer/scanner/copier fleet.

### Integrator/Cabler

Redapt Inc. - Redmond, WA

August 2016 to October 2018

- Integration of network devices and servers into server cabinets.
- Cabling to industry standards and customer specifications.
- Data center upgrades.

### NOC Technician

ByteGrid - Lynnwood, WA

January 2017 to June 2017

- Monitoring and troubleshooting in a data center environment.
- User Technical Support.

## Education

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### AAS in Network Systems Administration

ITT Technical Institute Everett - Everett, WA

June 2014 to August 2016

### High school diploma or GED

## Skills

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- Technical Support (10+ years)
- System Administration (5 years)
- VMWare
- Microsoft Windows Server (3 years)

- LAN (10+ years)
- TCP/IP (10+ years)
- WAN (10+ years)
- Computer Networking (10+ years)
- Virtualization (8 years)
- Network administration (5 years)
- Shell Scripting (10+ years)
- Windows (10+ years)
- Microsoft Office (10+ years)
- Linux (10+ years)
- IT (10+ years)
- Operating Systems (10+ years)
- PowerShell (5 years)
- Customer service (10+ years)
- Software troubleshooting (10+ years)
- DNS
- DHCP
- Active Directory
- Help Desk (5 years)
- ServiceNow (3 years)
- Android (10+ years)
- Debian (10+ years)
- Cabling (5 years)
- IT support (10+ years)
- Remote access software (7 years)
- Desktop support (10+ years)
- Network Support (10+ years)
- Data center experience (3 years)
- Customer support (10+ years)
- Mobile devices (10+ years)
- Software deployment (10+ years)
- Analysis skills (10+ years)
- Maintenance (10+ years)
- Windows (10+ years)
- Scripting (10+ years)
- Computer hardware (10+ years)
- Adobe Acrobat (10+ years)
- Visio (5 years)
- SharePoint (4 years)
- Typing (10+ years)

- Ubuntu (10+ years)
- Microsoft Excel (10+ years)
- Microsoft Word (10+ years)
- Microsoft Outlook (10+ years)

## Languages

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- English - Expert

## Assessments

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### **Basic computer skills — Expert**

April 2021

Performing basic computer operations and troubleshooting common problems

Full results: [Expert](#)

### **Customer focus & orientation — Expert**

April 2021

Responding to customer situations with sensitivity

Full results: [Expert](#)

### **Written communication — Proficient**

April 2021

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Proficient](#)

### **Analyzing data — Expert**

April 2021

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data

Full results: [Expert](#)

### **Technical support: Customer situations — Expert**

April 2021

Responding to technical support situations with sensitivity

Full results: [Expert](#)

### **Technical support — Expert**

April 2021

Performing software, hardware, and network operations

Full results: [Expert](#)

### **Verbal communication — Highly Proficient**

April 2021

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.