40126 S. Mountain
Shadow Dr. Tucson, AZ,
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Josh
Vermeulen

Experience

TBL Systems, Inc —

Supervisor-Technical Support/Testing

April 2019 - PRESENT

- Assist with front-line support for end-users via phone & email.

- Manage and update internal ticketing system (Trac) while building, testing, and customizing new ticketing software (osTicket).

- Ensure day-to-day management of the Support/Testing team.

- Meet deployment deadlines, manage meetings/projects with law enforcement contacts, following up with users/clients appropriately to exceed support expectations.

- Maintain current knowledge of iOS products and software, managing multiple devices & iOS versions including TestFlight and Apple Developer tools.

Pima Community College —

Central IT Help Desk

February 2018 - April
2019

- Install & perform repairs to hardware, software, or peripheral equipment, following design or installation specifications on MacOS & Windows environments.

- Maintain records of daily data communication transactions, problems, and remedial actions taken, or installation activities.

- Answer user inquiries regarding computer software or hardware operation to resolve problems with enterprise Windows & Mac machines.

- Update internal ticketing system to track projects, create and assign projects/reported issues to appropriate departments and locations, and follow up with overdue/urgent requests.

- Learn and utilize basic functions of Active Directory, SCCM, and JAMF.

Ritz Carlton, Marana, AZ — Purchasing Agent

July 2017 - February
2018

- Respond to customer and supplier inquiries about order status, changes, or cancellations.
- Prepare, maintain, and review purchasing files, reports, and price lists.
- Calculate costs of orders, and charge or forward invoices to appropriate accounts.

Zonge International, Tucson, AZ —
Purchaser/Inventory Specialist/Field Tech

March 2014 - July
2017

- Create and maintain records and reports of inventories, price lists, shortages, shipments, expenditures, and goods used or issues.
- Confer with staff, users, and vendors to discuss defective or unacceptable goods or services and determine corrective action.
- Analyze price proposals, financial reports, and other data and information to determine reasonable prices.

Education

Homeschool/Pima Community College, Tucson, AZ —
Diploma

August 2009 - May 2013, Tucson, AZ

While being homeschooled throughout high school, I began studies at Pima Community College to obtain dual enrollment. This allowed me to gain important customer service knowledge while working in high school and quick-start my interests into fields of study I've pursued.

Pima Community College, Tucson, AZ —

August 2017 - IP, Tucson, AZ

Currently pursuing Systems Admin/Networking with a focus on Administration.