A picture containing wheel, gear

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INFORMATION TECHNOLOGY (IT)

Help Desk

About me

425-622-5788

19-Year-old, Cybersecurity student at the University of Central Florida, and student at Everett Community college. Seeking to gain experience in an IT environment.

Contact

Joshuaalcantara555@gmail.com

Linkedin.com/in/Joshuaissacalcantara

Experience

SKILLS

EDUCATION

**OS:** Windows 7, Windows 8, Windows 10

**Hardware:** PCS, Laptops, Apple Devices, Android Devices, Printers, Routers

**Browsers**: Chrome, Firefox, Safari

**Software**: Office 365, VM VirtualBox, Zoom, Slack, Discord

**The Cyber Defense  
Professional Certificate**

University of Central Florida

Orlando, FL

(**Current**)

SPANISH

*Native level*

5925 57TH DR NE, Marysville Washington

**Highschool Diploma**

Marysville Getchell Highschool

Marysville, WA

LANGUAGES

* Understanding Networking Devices, Cables
* TCP/IPV4/IPV6Understanding of Subnetting, Decimal, Binary, Hex. Experience in Cisco Packet Tracer
* Creating a fully functional WAN with network devices and endpoints in packet tracer

**Computer Networking 35+ Hours**

* Created a fully operational working local domain.
* DNS, GPO, DHCP, Encryption, Security Policies & Authentication
* Set and create Users, and Groups, Computers.

**MICROSOFT SECURITY 2016 (Windows Server 2016) 40+ Hours**

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| --- |
| Joshua Alcantara  5925 57th DR NE  Marysville, Washington 98270  425-622-5788  Joshuaalcantara555@gmail.com  www.linkedin.com/in/joshuaisaaacalcantara |

**May 24, 2021**

IT Technician

Z Network

Marysville , WA 98270

Dear Z Network:

I am writing this for the position posted on your website “**IT Technician.**”

As you will see with my resume, I have experience with Windows Server, and being an Active Directory user. Knowledge in setting up new computers, Phones, Printers, and other devices, and delivering top quality customer service. These skills are just what I included, not mentioning other IT skills. Adding me to your team will not just fit your qualifications but will exceed as time goes on as I am still in college and adding tools to my toolkit every day.

If you have questions, or if you want to schedule an interview, please contact me at425-622-5788. I look forward to meeting you to further discuss employment opportunities with Z Network**.**

Sincerely,

**Joshua Alcantara**