**Joseph Wolkitt   
IT / Network and Customer Support Specialist**

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Network and Desktop Support Specialist with 22 years of experience in multiple IT related fields. I am proficient in in both the technical and social aspects of supporting clients and customers whether it be face to face or remotely, and have a long history exceeding expectations and taking on challenges that most would shy away from.

**Experience:**Feb 20 – Current  
JTWallaGoods LLC  
Manager

**Responsibilities:**

* Day to Day functionality for the operation. This is a situation where I do whatever needs to be done for the day.
* Support employees on all IT related troubleshooting, equipment configuration and purchasing.
* Customer Service for our cliental, be it technical or for issues with orders.
* Employee Scheduling, Inventory management, Website management and functionality.
* Financial and day to day operations worksheet.

June 2018 – Feb 2020  
Cornerstone Computer Solutions  
MSP Technician for Multiple business types Mostly Dental support.

**Responsibilities:**

* New Site network preparation and installation from beginning to end of the project for new sites. Both remotely and traveling to the sites across the front range of Colorado.
* Network related device configuration and installation for a new site (router, switch, AP, VOIP Phones, Layer 1, Etc.)
* Domain Configuration for users and devices.
* Experienced with Active Directory and exchange. This could be local or working with Hosting companies to find a solution.
* Supporting customers with daily application use. In many cases these were applications that we would not have inside knowledge of. Examples: Dentris, Dexis, Carestream, FreeDent, Open Dental, Quicken, Sage.
* Supporting dental hardware such as Inter Oral Cameras, Panoramic xray, Xray machines.
* Installation of new workstations, servers and repairing broken hardware.
* Transferring data and databases from old equipment to new. Data Integrity.
* Tracking and Documenting new procedures and expenses.

Feb. 2014 - June 2018  
**IT / Network and Customer Support**Tuff Shed

**Responsibilities:**

* New Site network preparation and installation from beginning to end of the project. Both remotely and traveling to the sites across the country.
* Network related device configuration and installation for a new site (router, switch, AP, VOIP Phones, Layer 1, Etc.)
* Hardware ordering and configuration for users. Imaging and account creation.
* Cellular device ordering and configuration for fix break and new hire, including cellular network devices.
* Monitoring and troubleshooting network and hardware issues.
* Working knowledge of remote connectivity and VPN.
* Experienced with Active Directory and exchange.
* Excellent troubleshooting skills.
* On Call Nights and Weekends.
* Supporting customer experience with many applications (JDE, Salesforce, MDM, Etc)
* Experience with working with both standard users up to executive level users on a daily basis.
* Subject Matter Expert and 3rd tier support for network and common issues company wide. Resolving issues that the other techs on the support desk would not be able to resolve.

2008 - 2014   
**Patient Portal System Manager**  
Allen Technologies for Children's Hospital Denver

**Responsibilities:**

* Customer facing support for Patient Portal system at the Children's Hospital Denver.
* Supporting Linux based Thin Client in each room of the hospital that provides TV, Information, Entertainment (Xbox and on Demand movies).
* Monitor and troubleshoot issues with the system.
* Installation and configuration of Thin Clients as needed.
* Replace faulty units and repair of those that could be salvaged.
* Work with representatives from the Hospital to improve performance and address concerns about the system.
* On Call nights and weekends.

2005-02 2008   
**Microsoft Employee Support**HP

**Responsibilities:**

* Hardware and software support.
* Creating and manage users though AD.
* configure and deploy Hardware for users.
* Virus detection and removal.
* Worked into a Team Leadership Role.

2006 – 2008  
**Store Manager / Tech**  
Discount Computer Outlet

* Handle Day to Day operations of the storefront, inventory, payroll, and employees.
* Customer Service and ensuring the highest level of customer satisfaction with my employees and the product we carried.
* Being able to troubleshoot and resolve client issues correctly and within a timely manner.
* Taking in and recovering RMA product, receiving inventory into the POS.
* Reporting to Corporate office
* Money, check and credit card deposits.
* Supporting several new and used products from many different manufacturers. Building systems ranging from low end to high end and business systems.
* Supporting Employee concerns, scheduling and supervising daily activity.