Joshua Bearce

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**HIGHLIGHTS**

* Strong customer service
* Adept in handling escalated calls with ease and solution-based outcomes
* Identify customer needs/solutions quickly
* Ability to connect well with team members
* Ability to work independently
* High energy and user focused
* Developed problem solving techniques
* Strong desire to learn more

**PROFICIENCIES**

* MS Office Suite
* At Your Service ticking system
* Strong Microsoft windows knowledge
* Proficient in Linux based servers administration

**Professional Experience**

**HCL America : Infrastructure delivery administrator**

Sunnyvale, CA 2019 - present

* Working with user daily to solve their problems
* Daily break fix hardware of servers, ups, phones, Aio, and more
* Work on the at your service ticketing system
* Resolving network issues with engineers
* Troubleshooting cisco arubas
* Tracking orders and managing new orders
* Supporting new and future upgrades to infrastructure
* Efficient remote
* Software troubleshooting
* Daily knowledge base creation for easy user troubleshooting

**Immecor corp: senior technician**

Santa Rosa, CA 2014 - 2019

* Building servers with custom work
* Daily break fix work on servers
* Soldering of wires and pcb boards
* Create Customer documentation for troubleshooting

**Computer repair Contractor**

Santa Rosa, CA 2006 - 2015

* Contract build of servers and pc’s
* Home office setups
* Home network setup and modifications
* Motherboard soldering and replacement
* Operating system installs and upgrade’s

**Education**

Microsoft concentration associates degree, Empire College, Santa Rosa, California

Linux Concentration Associates Degree, Empire College, Santa Rosa, California