**Joseph Miller**

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| Seattle Central College: Bachelor’s Degree in I.T. June 19’, National Honors Society PTK |
| **Education Areas of Focus:**   * Hardware installation, Bash/Linux Scripting, Microsoft Exchange Server administrative tasks and troubleshooting, Cisco Catalyst routers and switches break/fix, VMWare environment testing to live hardware implementation, & network documentation. |
| **Skills & Abilities** |
| * Installing, configuring, expanding, protecting, upgrading, tuning, & repairing networks * Admin task focused, outside-the-box thinker with cross-platform mindset * Quick software learner, applying learned knowledge to teach others usability * Able to migrate systems from testing servers to live environments with ease |
| **Experience in I.T.** |
| *Maxset Worldwide Inc. | Network Admin/Computer Support Specialist | June19’- August 19’*  Installed 4 server, 2 switch, 2 router, rack mounted network from virtual environment to colocation site for live launch of cloud-based network for a startup company. The outcome was that hardware became operative but proprietary software needed work thus no administrative tasks left to complete once users were created and network was up and running which occurred. |
| *Interconnection.org | Computer Repair Tech level 1 | February 19’- June19’* |
| Diagnosed and repaired laptops and injected C.O.A. (Certificate of Authenticity) through WinPE for resell at about 4-12 laptops and desktops per hour and updated IOS devices with latest software. Each unit was resold in the retail environment or on the web market, sometimes refurbished by me from bare bones or just Nic card replacement or screen repair/ battery test. |
| **Customer Service/Sales Background**  *Kaiser Permanente Capitol Hill Campus \Volunteer \ September 18’-February 19’*  Assisted in moving patients’ site to site across campus to appointments, pharmacy & cars. Restocked wheelchairs & various supplies across Capitol Hill Campus, maintained cleanliness & stock of flu stations, & provided guidance for lost patrons to departments requested. |
| *Lowes H.I.W. | Plumbing Specialist/Weekend Team | May 11’- February 17’* |
| Primary focus in all departments part time serving an average of 200-1000 customers a day with needs while increasing business rapport and growing department sales on an average of 2 % or more per quarter while keeping all department conditions clean, organized and efficient. Used technology tools like I-Phone for inventory, live tracking service, google research for products and information, and calling vendors for order updates to provide above and beyond service. Focused on sales/home installation services from 2015-2017, #94 out of 1026 in sales for atg.com, #’s 1, 4, 12, 18, 8 and 6 out of top 25 in market sales variance to goals, Customer service awards 2011, 12’, 13’, 15’, and 16’. |
| *Dominos Pizza | Assistant Store Manager | October 07’- January 09’*  Opened and closed store operations, managed 12 members of staff, directed and coordinated deliveries, created marketing strategies to promote sales, operated large orders at a fast pace to decrease wait times, created staff schedules, interviewed and hired new employees, managed quarterly profit spreadsheets, ran cash register’s and prepared secure deposits daily, while retaining the lowest turnover for employment in quarter’s 1-2 in 08’ with a sales increase of nearly 10%, production of pizzas went up to a max of 150 pizzas per hour, driver efficiency went from 45 minute windows from a three delivery run to under 30 minutes. |
| **Technology Proficiencies** |
| ***Operating Systems:*** Win.7, 8, 10, Windows 2012 Enterprise R2 Server, Ubuntu 18.04 LTS & Desktop, Ubuntu16.04 LTS & Desktop.  ***Hardware:*** HP ProLiant Gen 8. DL380P Server, HP Procurve 2824 J4903A Switch, Toshiba, Lenovo, HP & Dell Laptops, Cisco catalyst 2960 switch, Cisco 1921 Router.  ***Software:*** Mongo DB, Gitlab, GitHub, Exchange Server 2007 & 2010, Office 2016, 2012, 2010 & 365, VMware 12.1.0.  ***Network Protocols:*** LAN/WAN, TCP/IP, DNS, DHCP.  ***Applications/general technologies/software:*** Python, LDAP, NFS, Cacti, Nagios, Bash  **Self-Trained Skills**  Here’s my own personal website I created from scratch: <https://jam198604.wixsite.com/josephmiller> |