**Joshua Flores**

1610 N Normandie, Apt 413 | Los Angeles, California, 90027 | (323) 801-3915 | Josh\_flores@protonmail.com

IT Analyst/Support specialist with experience in dealing with Linux, Mac, and Windows systems, managing and dealing with mySQL databases, and testing and implementing hardware and software troubleshooting.

Core Competencies

* Linux, Windows troubleshooting
* HTML, CSS, and Javascript, SQL, Javascript Frameworks, MongoDB, PHP
* Hardware/Software Troubleshooting
* Network Installation/Updating
* Javascript web development
* Kali Linux

Experience

2020

IT Support | ELAC | Los Angeles, California

Connected hardware and software for school computers. Handled distribution of user systems and permissions using Active Directory. Troubleshoot student hardware and software for programming classes. Dual booted school computers with Linux and Windows for students and developed a log for which computers were associated with each student.

2021

IT Analyst | Tulip Maids | Los Angeles, California

Setup Windows and Linux accounts for over 10+ employees. Connected company applications for different systems. Connected network devices for business and handled hardware and software issues. Troubleshoot employee phones, laptops, desktops, and provided permissions for different users depending on permission levels.

Education

2020

Computer Science : Programming | East Los Angeles College

Completed two years of Computer Science at East Los Angeles College.

2021

Google IT Support Specialist | Coursera

Completed Google IT Support Specialist.

2022

Security+ & Network+

Currently studing to take exams for certifications.