**JOSHUA BRUSH**

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# PROFILE

* Hard-working, trustworthy and skillful tradesman who is dedicated to providing excellent output and quality customer service.
* Continuous drive to improve process for improved performance.
* Comfortable working in a fast-paced environment individually or as part of a larger team.
* Ability to conduct physically-demanding work for extended periods of time while producing high quality results.
* Staying up to date with new technology trends and procedures.
* Ability to manage others through influence rather than direct authority.

# PROFESSIONAL EXPERIENCE

## 365 Managed IT – Admin 1 : 2019 - Present

* Over seeing and managing projects that include 3rd party vendors ensuring that the project is completed according to specifics and in a timely manner.
* Network triage addressing outages both remote and on site.
* Firewall configuration and troubleshooting with Sophos, Fortinet, Cisco and Meraki devices.
* Monitor server event logs, performance logs, growth of data on the network, and checking the status of daily server backups.
* Performed day-to-day maintenance and installation of server, networking equipment, virtual machines.
* Implemented Hardware diagnostic and repair for the company increasing profits for the company comparatively to seeking repairs outside the company.
* Addressing a wide variety of issues that arise with Microsoft products.
* Worked extensively within the corporate Active Directory and Group policy environment, performing resource provisioning and troubleshooting.
* Addressing website issues and working with 3rd parties ensuring that projects needs are met.
* Voip phone configuration and deployment for large and small business environments.
* Participated in on-call rotation to provide 24/7 support for critical restarts of infrastructure, software, hardware, and internet connections.
* Exchange administration, including creation, forwarding, deletion, re-provisioning of licensing and moving of accounts.
* Multi-Function Printer file share and user setup and configuration as well as troubleshooting issues that may arise.
* Backup monitoring and troubleshooting to increase environment security.
* Work on moderately complex assignments, using judgement to resolve problems and make routine recommendations.
* Monitoring and implementing anti-virus and security systems to provide effective systems.
* Preform operating system software updates, upgrades and patches.

# Allierad IT Solutions - Field Technician: 2017-2019

* Performed professional and friendly technical services for many dental offices across all the Houston area.
* Extensive knowledge of Cat 5/Cat6, Coax, RJ-11 and camera cabling experience, as well as proper termination of the cable and proper amount of a service loop for any pull.
* Fiber termination and splicing, ensuring that there is a smooth strong connection
* Full setup of office equipment installations to the specifics ordered to carry out.
* Capable of installing a server rack and other various equipment needed within the Network room, patch panel, wire Tamers/Panduit, all in a meticulous manner.
* Benchwork experience OEM component level hardware repair/replacement.
* Extensive knowledge of set up and configure Printers, Fax, and IP phone systems.
* Ability to set up and configure as well as install layer 2 networking equipment.
* Able to mount TVs/Monitors ensuring that they are level and visibly appealing.
* CCTV experience. Able to install and test camera systems. Including the wiring and setup and config of the DVR.
* Neat and organized wire management, including, cabling above the office to setting up office equipment and routing the wiring to the patch panel.
* Obtained Dell certifications, DCSE 2000 Client 2016 (Cert ID: 3211), DCSE 1000 Client Foundations 2017 (Cert ID: 3236) and Dell EMC Service Basics 2017 (Cert ID: 3237).
* Repaired a wide variety of Dell Laptops ranging from, Alienware, Inspiron, Latitude, Rugged as well as various Dell tablets.
* Ensured that the work environment was safe from ESD on a regular basis by testing wrist straps and wearing the proper protective gear.
* Running diagnostics or POST boot process ensuring that all hardware that was installed was functioning properly.

## HostGator - Jr. Administrator: 2*015–2017*

* Carried out technical phone and chat support and able to type up to 60 plus words a minute.
* Extensive knowledge of the Linux environment and the familiarity of the majority, of different distributions of Linux.
* Extensive cPanel and WHM knowledge.
* Advanced knowledge of Windows and Microsoft products, including Plesk and parallel panels.
* Dealing with customers in a professional and friendly manner, working at a fast pace to resolve the issue in a timely manner.
* Troubleshooting connectivity issues and determining advance DNS issues in a timely manner.
* Assisting in connectivity issues with email clients such as Microsoft Outlook, Mozilla Thunder bird, Mailman and other various email related clients or applications.
* Trouble shooting of customer websites ranging from WordPress, Joomla and other CMS based websites.
* Able to carry out database migrations through either shell or cPanel as well as carrying out file transfers, using either FTP or shell.
* Upselling customers for various products and services that the company offered.

## Freelance/Self-Employed - Handyman/Installer: 2*002 –Present*

* Carried out residential renovation projects which included installing shutters, fencing, piping, electrical, trim work, drywall and tile.
* Managed and performed planning of new installations in accordance with project specifications in an efficient and timely manner.
* Conducted tear-down and removal of old elements and materials, including clean-up.
* Exemplified standard construction safety practices at all times.

## Freelance/Self-Employed - Electronics Repairman: *2002 –Present*

* Conducted repairs on computers and mobile devices, specializing in Windows, Linux and Apple operating systems.
* Delivered excellent customer service with an emphasis on ensuring ongoing client satisfaction.

## SuperCart - Repair Technician: *2013-2014*

* Repaired a wide range of golf carts, diagnosing malfunctions and damage and carrying out the required work.
* Documented work orders in accordance with company policy.

## A Natural Pest Control - Service Representative: *2001 – 2006*

* Performed in a range of positions including as a sales representative, bookkeeper, and a commercial/residential service representative.
* Attended client sites in the capacity of a pest control subject matter expert to diagnose and carry out pest control needs.
* Recommended expertise on how to better control and eliminate the customers pest problems.
* Performed Exclusions to prevent pest from entering the customers location.
* Added the needed pesticide around the perimeter outside and inside as a method of setting a barricade so the insects would not enter.
* Beehive removal and extermination.
* Arachnid extermination.
* Rat/Rodent removal and relocation.
* Ant and Roach treatments to prevent re-infestation and re-entry.
* Top Sales representative.

**EDUCATION**

## Lonestar College: August 2018 – 2019

*Cisco Networking Specialist*

## Miami Dade College: 2*011 – 2013*

### Electrical Engineering