**Josh Whitaker**

Eureka, CA 95503

(602) 358-4827

JoshWhitaker@live.com

**INDUSTRY CERTIFICATIONS**

CompTIA A+, Network+, Security+, and Linux+

Cisco Certified Entry Networking Technician

Microsoft MTA Security Fundamentals

**SOFT SKILLS**

- Strengths in analyzing and problem solving

- Strong work ethic, versatile and resourceful

- Excellent verbal and written communication skills

- Work effectively independently or as a team

- Conscientious and thorough with detail

**PROFESSIONAL EXPERIENCE**

**NOC/Services Technician** *June 2019 – August 2020*

Insight Enterprises | Tempe, AZ

- Monitor, diagnose, troubleshoot, and resolve network and system, or other hardware and software problems using various tools and technologies

- Adapt to and learn the latest monitoring tools and technologies including: SolarWinds N-Central, ScienceLogic, Cisco IOS, Palo Alto CLI, Windows Server, Microsoft Azure, VMWare vSphere and ESXi

- Providing excellent service to clients in a timely fashion, adhering to SLA due times via ServiceNow ticketing system and ensuring continual availability via telephone to assist with direct client calls

- Developing constructive and cooperative working relationships with clients and coworkers, and maintaining them over time

**Sales Representative** *November 2018 – January 2019*

MarketSource (Target Tech) | Tempe, AZ

**Customer Service Representative** *November 2014 – January 2015*

Family Dollar | Guadalupe, AZ

**FORMAL EDUCATION**

**Associate in Applied Science (AAS) Linux Networking Administration** *May 2019*

**Associate in Applied Science (AAS) Networking System Administration**

**Multiple Certificates of Completion (CCL) in the IT field**

Mesa Community College | Mesa, AZ

- Phi Theta Kappa Honor Society member

- GPA 3.9+ (Highest distinction)

- Relevant coursework in:

Computer Hardware & Windows Operating System Configuration and Support

Red Hat Linux System, Networking, and Security Administration

Cisco Entry-level Networking

**High School Diploma** *March 2014*

Quest High School | Tempe, AZ