**Joseph Wolkitt**

**IT / Network Support Specialist**

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Network and Desktop Support Specialist with 22 years of experience in multiple IT related fields. I am proficient in in both the technical and social aspects of supporting clients and customers whether it be face to face or remotely, and have a long history exceeding expectations and taking on challenges that most would shy away from.

**Experience**

June 2018 – Feb 2020

MSP Technician for Multiple business types Mostly Dental support.

Cornerstone Computer Solutions

**Responsibilities:**

* New Site network preparation and installation from beginning to end of the project for new sites. Both remotely and traveling to the sites across the front range of Colorado.
* Network related device configuration and installation for a new site (router, switch, AP, VOIP Phones, Layer 1, Etc.)
* Domain Configuration for users and devices.
* Experienced with Active Directory and exchange. This could be local or working with Hosting companies to find a solution.
* Supporting customers with daily application use. In many cases these were applications that we would not have inside knowledge of. Examples: Dentris, Dexis, Carestream, FreeDent, Open Dental, Quicken, Sage.
* Supporting dental hardware such as Inter Oral Cameras, Panoramic xray, Xray machines.
* Installation of new workstations, servers and repairing broken hardware.
* Transferring data and databases from old equipment to new. Data Integrity.
* Tracking and Documenting new procedures and expenses.

Feb. 2014 - June 2018

**IT / Network Support**

**Tuff Shed**

**Responsibilities:**

* New Site network preparation and installation from beginning to end of the project. Both remotely and traveling to the sites across the country.
* Network related device configuration and installation for a new site (router, switch, AP, VOIP Phones, Layer 1, Etc.)
* Hardware ordering and configuration for users. Imaging and account creation.
* Cellular device ordering and configuration for fix break and new hire, including cellular network devices.
* Monitoring and troubleshooting network and hardware issues.
* Working knowledge of remote connectivity and VPN.
* Experienced with Active Directory and exchange.
* Excellent troubleshooting skills.
* On Call Nights and Weekends.
* Supporting customer experience with many applications (JDE, Salesforce, MDM, Etc)
* Experience with working with both standard users up to executive level users on a daily basis.

2008 - 2014

**Patient Portal System Manager**

**Allen Technologies for Children's Hospital Denver**

**Responsibilities:**

* Customer facing support for Patient Portal system at the Children's Hospital Denver.
* Supporting Linux based Thin Client in each room of the hospital that provides TV, Information, Entertainment (Xbox and on Demand movies).
* Monitor and troubleshoot issues with the system.
* Installation and configuration of Thin Clients as needed.
* Replace faulty units and repair of those that could be salvaged.
* Work with representatives from the Hospital to improve performance and address concerns about the system.
* On Call nights and weekends.

2005-02 2008

**Microsoft Employee Support**

**HP**

**Responsibilities:**

* Hardware and software support.
* Creating and manage users though AD.
* configure and deploy Hardware for users.
* Virus detection and removal.
* Worked into a Team Leadership Role.

**Skills**

Oracle Sales Cloud Dayforce T1/MPLS/Broadband Circuits Exchange

Sales Force Windows Windows Server TeamViewer

JD Edwards EPR SharePoint Bobj Reporting MDM

Cisco CCM RDS Ring Central VOIP Dental Softwares