

Joshua Thomas Lewis

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OBJECTIVE

Technical support specialist seeking IT job with focus in wireless network configuration and deployment, server install and management, and customer service.

EDUCATION

BA, Communication Media, NCSU 2006

WORK HISTORY

Technical Solutions Specialist, *Advanced Office Solutions, Swansboro, NC 2010 – present*

Installation, support, and administration of diverse IT systems ranging from 5-300 users. Setup, configuration, and deployment of routers, switches, VPNs, access points and PTMP wireless infrastructure. On demand solutions based problem solving to answer the needs of both internal and external customers. Coordination and direction of projects and workflow between different departments, companies, and users to ensure maximum uptime. Inventory management, data migration, research and procurement of new technologies. Utilization of remote tools to maximize efficiency and response time. Tiered quoting, including a range of options based on the clients cost feasibility and expected growth. Work to obtain new customer business, retain current customers.

Event Coordinator and IT Support, *McGregor Downs Country Club, Cary NC April, 2008 - August 2010*

Setup laptops, presentations, etc. for entire work-group. Provided support for downed POS system: increased efficiency of menu-tree system - resulting in increased productivity and business. Provided event coordination for weddings, private parties' workplace functions and a range of other 400+ person events. Managed and delegated to a team of employees. Supply management and maintained new and existing client contacts.

Web and Marketing Intern, *NC Dept. of Transportation, Morehead City, NC June 2006 - April 2008*

Provided first-line technical support for the entire office. Serves as liaison between web-developers and director. Worked within the department to build and expand public exposure for the NC Ferry Division in their web design and print media. Prepared materials (cell phone records, purchase orders, etc.) for grand jury trial.

DISTINCTIVE SKILLS

A+ Certified
Office, Windows, OS X, 2008 R2, Active Directory, SmartSearch
Data migration, Data recovery, rights management
PTP and PTMP wireless networks configuration and deployment
Server configuration and deployment including: ADDS DHCP DNS IIS SQL

Product Acquisition – Identifying solutions, procuring equipment and final implementation

Customer Service – Evaluating needs, bridging communications, problem resolution

Technical Support – Network configuration, server install & management, software upgrade & deployment