**Joshua Robles**

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**Professional Summary**

Computer Science graduate with high adaptability combined with eagerness to learn. Proficient in OOP and back-end programming. Functional knowledge of front-end languages. High adaptable and experienced in IT, making a dependable team member.

**Education**

**Bachelor of Science, Computer Science,** Lehman College, CUNY May 2022

**Certifications**

**CompTIA ITF+** Certification December 2023

**Google IT Support** Certificate December 2023

**Technical Skills**

**Programming Languages -** Python, Java, JavaScript, C++, C#, HTML5

**Operating Systems** - Windows (7, 8, 10), Mac OS, Linux (Ubuntu)

**Software/Source Control** - GitHub, Unreal Engine 5, MS Office, Visual Studio Code, ServiceNow

**Hardware devices** - iPhone, Android, Laptops, Desktops

**Database:** MySQL

**Virtualization**: VirtualBox

**Troubleshooting**: PCs, Laptops

**A/V Experience**: Vmix

**Professional Experience**

**Technology Associate,** Union Theological Seminary – New York, NY August 2023 - Current

* Manage the recording and streaming of high-profile events, including hosting former and current members of government.
* Resolve various network and hardware tickets for the campus staff and students.
* Run software and hardware maintenance on campus machines.
* Oversee and supported the installation of new routers in new staff housing.

**Network Support Intern,** NTTDATA – Moody’s, New York, NY March 2023 - May 2023

* Ran scheduled and ad hoc maintenance on data cabinets and all cables or devices relating to network devices. (Ethernet cables, adapters, access points, switches etc.)
* Utilized ServiceNow for ITSM and ITAM to reorganize inventory to transition to a new storage policy.
* Organized hard/NVME drives marked for disposal, repair, available use, and legal hold.

**Technical and Professional Development**

**Technology Fundamentals Program,** NPower - Brooklyn, NY August 2023 – December 2023

* **Hardware & Software Troubleshooting**: Learned to identify and resolve hardware issues, including desktops, laptops, printers, and peripherals. Demonstrated ability to provide support for various operating systems (Windows, Linux, MacOS) and applications.
* **Networking**: Built knowledge of basic networking concepts, protocols, and troubleshooting techniques.
* **System Maintenance**: Practiced routine system maintenance tasks, such as updates, patches, and backups.
* **Remote Desktop Support**: Gained experience in providing remote assistance to end-users for problem resolution.
* **Professional Development**: Participated in specialized workshops and networking events facilitated by seasoned professionals at companies such as Accenture, BNY Melon, Google, and Bloomberg. Attended coaching sessions and attended ongoing mentorship meetings with members of the IT teams at several Fortune 500 companies.

**Independent Projects**

**IT Volunteer,** Pittsburgh Collaborative, Pittsburgh, PA

* Developed a live form for the Pittsburgh Collaborative used to collect data from a survey to take information to provide people with food or hygiene supplies (soap, feminine hygiene products, etc.)
* Information is printed into a shipping label to assess what supplies to send out.
* Utilized React for the frontend and Firebase for backend servers.