

John Josephsen

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Education

Montclair State University

Montclair, NJ

- Bachelor of Science, Computer Science May 2023
- Relevant Coursework: Computer Concepts, Fundamentals of Programming 1 & 2, Data Structures & Algorithms, Database Systems, Computer Systems, Operating Systems, Systems Programming, Internet Computing, Software Engineering 1 & 2, Computer Science Theory

Experience

Montclair State University

Per Diem Desktop Support Technician

August 2023 - Present

- Provide technical support and solutions for quality assurance testing, device deployment, software/systems support, and hardware repair for Windows and Mac machines.
- Highly experienced with JAMF, Group Policy Objects, System Center Configuration Manager architecture, Active Directory Domain Servers, Azure, and Cisco Identity Services Engine (ISE).

Student Desktop Support Technician Supervisor

September 2022 – August 2023

- Managed ServiceNow ticket queue for a group of six technicians with over 3,000 SNOW tickets completed.

Desktop Support Technician

December 2020 – September 2022

- Provided technical support for non-VIP clients, device deployments, software/systems support, and hardware repair for Windows and Mac machines.

Phone Support Technician

January 2020 – December 2020

- Provided comprehensive phone support services, including diagnostics and resolutions for technical issues, configuring devices, documenting interactions, staying informed about the latest technologies, and delivering excellent customer service to ensure timely and satisfactory solutions.

The Montclarion

Montclair, NJ

Web Editor (Remote)

April 2022 – September 2023

- Managed and optimized The Montclarion website using WordPress while collaborating with various teams to improve efficiency and SEO.
- Created custom features, such as image alternative text, a blog translation system, and improved site navigation following Web Content Accessibility Guidelines (WCAG).
- Developed and executed content strategies resulting in a significant increase in website traffic using Agile methods and Google Analytics to monitor site activity.

Relevant Projects

Sintennial RSPS

- Collaboration and management of an online Java based game server while maintaining, identifying, and developing solutions for server-sided and client-sided bugs.
- Integrated a MySQL database to log and track all player activity and data.
- Developed a user-friendly WordPress website to collect community suggestions and feedback through a custom forum, highlighting players achievements with a leaderboard, and enabled in-game item purchases.

Qualis Events

- Designed and developed a responsive website using NextJS, HTML, and CSS.
- Implemented custom animations, and dynamic page rendering.
- Utilized version control tools such as GitHub to manage the project.

Technical Skills

Software: Microsoft Office, JAMF, Azure, AD, ISE, ServiceNow, WordPress, Virtual Box, React.js, NextJS, Node.js, MySQL

Programming Languages: Java, Python, JavaScript, TypeScript, SQL, PHP, HTML, CSS, C++

Hardware: General computer maintenance and repairs, Apple hardware repair qualified