

Joseph Z Estes

Certifications and Skills

Security Clearance: Secret

CompTIA: A+, Security+

Technical Skills: Network Security, Cloud Computing, Technical Support, Access Control, Software Troubleshooting, Virtualization, Data Security.

Training: Cyber Awareness Challenge, Army OPSEC, Cyber Security Fundamentals, HQDA DCS, G-6 MD 100, NEC Virtual Training

Education

Elizabethtown Community and Technical College
Associate in Applied Science - AAS, CIT Information Security
Dean's List, Honors List, Presidents List, 4.0 GPA

Elizabethtown, KY
Dec 2022

Western Governors University
Bachelor of Science Business Administration - BBA, Information Technology Management
(45% complete as of 10/05/2023)

Continuing Studies

Experience

Desired Locations:

United States - KY - Fort Knox

United States - KY - Elizabethtown

BAPTIST HEALTH

Command Center Contractor - 40 Hours/Week

Louisville, KY
May 2021 - Jun 2021

- Received and processed an average of 100 help desk tickets per day from doctors requiring IT support.
- Successfully resolved 85% of all help desk tickets within 24 hours, including login resets, system outages, and application issues.
- Worked with the Help Desk Manager to provide training materials for support representatives.

CITADEL DIGITAL SECURITY

IT Specialist - 40 Hours/Week

Brandenburg, KY
May 2019 - Jun 2021

- Consulted with customers to find IT solutions that matched their needs, resulting in 81% customer retention.
- Resolved computer problems in person, remotely and via phone.
- Provided assistance with software, printing, program installation, word processing, and operating systems.

INSPIRITEC

Superuser / SME II - 40 Hours/Week

Fort Knox, KY
Feb 2023 - Present

- Created and implemented an offline ticketing solution that supports the team during outages in enterprise ticketing software, ensuring uninterrupted workflow and improved efficiency.
- Consistently demonstrated strong verbal and interpersonal communication skills while providing excellent customer support to multiple Army directorates and their associated networks and applications.
- Proficient with Office 365, HIMS, IKRome, EMS, Remedy, Citrix, Active Directory, Adobe Acrobat/Reader and more.
- Selected to conduct comprehensive training sessions for new employees, equipping them with the necessary skills and knowledge to excel in their roles.