

Joshua Dressel

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EXPERIENCE

Westin DIA, Denver, CO — Chef Apprentice/Cook IV

APRIL 2016 - DECEMBER 2016

Apprenticeship program combined work experience with classroom training through Rocky Mountain Chefs of Colorado. Cooked classic and modern cuisine for guests and staff in all areas of the kitchen brigade system.

Milgard Manufacturing, Denver, CO — IT Specialist

AUGUST 2012 - APRIL 2016

Daily administration of local workstations, printers, servers, file storage, and networking equipment. Installation and upgrades of Milgard's customer software (CTB) for box stores and dealers. Deployment and management of new equipment: laptops, workstations, cell phones, VoIP phones, printers and scanners.

Wichita Public Schools, Wichita, KS — IT Technician

APRIL 2011 - AUGUST 2012

Daily administration of local workstations, printers, servers, file storage and networking equipment. Deployment and management of new equipment: laptops, workstations, VoIP phones, printers and A/V.

Chrome Documents, Blaine, WA — Consultant

MARCH 2009 - APRIL 2011

Technical writer providing news and blog articles, tutorials and resumes. Daily administration of WordPress website. Technical and remote support for Windows/Linux workstations and servers.

Dept of Natural Resources, Olympia, WA — IT Specialist

OCTOBER 2007 - JULY 2009

Telecommunication Coordinator for Avaya Definity PBX phone system. Help Desk: delegate and complete Footprints tickets, provide remote assistance, user and computer management in Unix Solaris 9 and Active Directory, image new machines using Norton Ghost, repair/replace workstations, provide user support and training in Microsoft Office.

Washington State Lottery, Olympia, WA — IT Specialist

NOVEMBER 2005 - OCTOBER 2007

One-stop Tier 1 and 2 support of LAN, desktops and printers. Developed a PC Boot Camp to quickly train employees in Microsoft Windows and Office. Remote and on-site support for regional locations.

EDUCATION

Evergreen State College Olympia, WA — BA

DECEMBER 2004

Program focused on Computer Information Systems, sociology and an internship with the Dispute Resolution Center of Thurston County.

SPSCC Olympia, WA — AA

JUNE 2003

General studies focused on core requirements for transfer to a bachelor degree program.