

Joshua M. Jones

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EXECUTIVE SUMMARY

Forward-thinking IT leader with a decade of experience managing global infrastructure, leading cross-functional teams, and driving innovation across enterprise environments. Proven success delivering scalable, secure, and cost-effective solutions across cloud, network, and data center systems. Known for bridging business and technology, aligning IT strategy with organizational goals, and fostering high-performing, collaborative cultures. Passionate about continuous improvement, operational excellence, and enabling business growth through smart technology.

WORK EXPERIENCE

Terex Corporation

December 2024 - Present

Network and Operations Manager

Bothell, WA

- Lead IT infrastructure and network operations across all American region (AMR) sites, including the U.S., Mexico, and Canada.
- Coordinate global IT initiatives and enforce security compliance across remote and on-site locations.
- Manage cross-border operations for network equipment, data centers, cloud environments, and physical sites.
- Standardize IT practices across facilities, streamlining incident response and infrastructure support.
- Oversee vendor relationships and service contracts to ensure SLA compliance and cost-effective delivery.

Environmental Solutions Group

February 2023 – December 2024

IT Operations Manager / Analyst II

Chattanooga, TN

- Led a team of IT staff and contractors across six companies, including manufacturing and software divisions.
- Directed infrastructure upgrades and network restructures with budgets up to \$500,000.
- Delivered a 25% increase in operational efficiency and 30% downtime reduction through infrastructure optimization.
- Translated corporate goals into actionable IT strategies, increasing technology adoption by 40%.

Amazon

August 2022 - February 2023

IT Support Engineer

Chattanooga, TN

- Supported 2,000+ users across multiple sites, managing 100+ WAPs, IDF's, and endpoint devices.
- Led wireless mapping and monitoring projects, cutting incident response times by 80%.
- Created camera network documentation to enhance outage response efficiency by 25%.

EPB Fiber Optics

November 2019 - August 2022

Technical Support Engineer

Chattanooga, TN

- Provided expert technical support to over 100,000 customers, consistently ranking as a top performer in support ticket resolution and resolving escalated calls with complex issues.
- Authored critical documentation that enhanced the technical support team's ability to assist customers, improving customer satisfaction and retention rates.
- Supported internal IT initiatives including identity and access management (IAM)

Additional Experience

Lionbridge

October 2020 - August 2021

Data Analyst

Remote

- Worked on AI training datasets for Siri and similar voice assistants.

Concentrix (Sprint)
Technical Support Specialist

December 2018 - November 2019
Clarksville, TN

- Delivered Tier 2 technical support to Sprint customers nationwide, supporting complex issue escalation.

Walmart
Wireless Sales Manager

May 2015 - November 2018
Clarksville, TN

- Managed a 7-person retail sales team, launched store-wide tech rollouts, and improved wireless sales.

EDUCATION

Western Governors University
M.S Information Technology Management

October 2024

Western Governors University
B.S Information Technology

April 2024

Chattanooga State Community College
A.S Psychology

May 2022

CERTIFICATIONS, TECHNICAL SKILLS, SOFT SKILLS & INTERESTS

Certifications:

- CompTIA A+, Network+, Security+
- AWS Certified Cloud Practitioner
- AWS Partner: Technical Accreditation
- ITIL 4 Foundation
- LPI Linux Essentials

Technical Skills:

- Cisco Networking, AWS, Active Directory, Windows Server
- Change Management, Office 365, Splunk, SolarWinds
- System Administration & Engineering, ServiceNow, Zendesk, Jira
- Agile, Scrum, Project Management, SQL, PowerShell, Bash, Linux
- NOC, Data Center, IT Audits, VMware vSphere

Soft Skills:

- Problem-solving, Leadership, Critical Thinking
- Collaboration and Teamwork, Time Management, Adaptability
- Communication, Attention to Detail, Emotional Intelligence
- Business Acumen, Remote Work Experience, Vendor Management

Interests:

- Cyberpsychology, Emerging Tech, Philosophy, Film, Game Design and Coffee