

Joshua Kirabo

joshuak2001@gmail.com | (602)-517-1885 | LinkedIn: [Joshua Kisaku Kirabo](#) | GitHub: [JoshuaKirabo](#)

EDUCATION

Grand Canyon University

Bachelor of Science in Software Engineering

Phoenix, Arizona

September 2020 – August 2024

- **Concentrations:** Artificial Intelligence & Machine Learning
- **Related Coursework:** Data Structures & Algorithms, Objects & Design, Computer Architecture, Machine Learning, Artificial Intelligence, Object-Oriented Programming, Statistics & Applications.

EXPERIENCE

Tellistic Technology Services

Software Engineering Intern

Seattle, Washington

July 2024 – Present

- Collaborated in an MSP-like environment to support various client-facing services, troubleshooting and resolving user account issues across multiple platforms.
- Assisted in designing UI components for clients' advertisements and service portals, demonstrating strong interpersonal skills and customer-first design thinking.
- Deployed software patches and updates to client systems as part of routine maintenance, reinforcing security and stability across diverse IT environments.

Grand Canyon Education

Information Technology Support Analyst

Phoenix, Arizona

October 2021 – April 2024

- Provided front-line technical support to **500+** users in a fast-paced setting, including Windows 10, Office 365 administration, network access, and email configurations.
- Simultaneously managed phone, email, and chat tickets while performing remote troubleshooting sessions—multitasking to swiftly diagnose and resolve **20+** user issues daily with **15-minute average** resolution time.
- Utilized PSA/ticketing tools (ServiceDesk) to log, prioritize, and escalate incidents, consistently meeting Service Level Agreements (SLAs) and reducing overall resolution times.
- Set up Active Directory accounts, performed password resets, and granted access rights for **20+** new users weekly, ensuring compliance with security best practices.
- Collaborated with cross-functional teams to configure **VPN** and **firewall rules** for client offices, ensuring secure remote access and compliance with industry standards.

Kisaka & Company

Technical Support Specialist

Kampala, Uganda

August 2020 – November 2020

- Served in a multi-client environment, installing and maintaining workstations, printers, and all other office technology, reducing downtime by 20%.
- Implemented automated responses and FAQs, reducing ticket volume by **30%** and enhancing end-user education on self-service troubleshooting.
- Set up automatic file backups for user workstations, leveraging simple backup scripts and external storage solutions, reducing data loss incidents by 20%.

SKILLS

Programming: Java, Python, JavaScript, HTML/CSS, SQL, Node.js, React.js, MATLAB, C++, C

Tools: Xcode, IntelliJ, PyCharm, Eclipse, AWS, Jupyter Notebooks, Git, Bootstrap, Spring Boot, Agile

Operating Systems & Software: Windows (10/11), ServiceDesk, Office 365, Active Directory