Joshua Varner

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EDUCATION

Modesto Junior College   Modesto, CA

Associate of Science – AS / Computer Science   GPA: 3.5   Completed December 2022

RELEVANT EXPERIENCE

Kaiser Permanente   Central Valley Area - January 2023 - Present

Workstation PC Technician - Intermediate / Hardware lifecycle

• Ensured the efficient and smooth refresh of workstations across various departments

•Implemented and deployed software for various use case and departments

• Implemented and managed issue tracking using ServiceNow
• Troubleshoot and resolve workstation software and hardware issues
• Provided technical assistance using remote support tools such as Bomgar

• Configured and set up new systems according to specific user requirements

• Completed 7 - 16 workstation refreshes and associated issues daily

Computer Repair
Modesto, CA

Computer Repair Technician   May 2016 – July 2019

- Solved issues involving computer hardware and software
- Built computer systems to customer's specifications
- Performed data/password recovery
- Solved customer issues daily
- Detected and neutralized malicious software, leveraging cybersecurity software and tools
- Upgraded system components (RAM, SSD, GPU)

PROJECT EXPERIENCE

Home Lab Server Project, Self-Directed,   June 2022 - Present

-Built a home server lab environment to learn and test new networking technologies and solutions

-Installed, configured, and maintained various operating systems, including Windows, Windows Server and Linux

-Set up and managed virtual machines (VMs) using VirtualBox and VMware

-Implemented different networking topologies, configured network switches and routers

-Practiced network security measures, including firewall configurations and VPN setups

SKILLS

●Operating Systems Proficiency:Windows and Linux   ●Customer Service

●Hardware and Software Troubleshooting   ●Problem-Solving

●Networking and Security Protocols   ●Attention to Detail
●Remote Support Tools

Certifications

TestOut Network Pro Certification - TestOut Corporation 6-2C6-LJX2X – *Issued March 2022*

CompTIA IT Fundamentals (ITF+) Certification - CompTIA R4WYPPBN9H11QTWP – *Issued September 2021*

Google IT Support Specialization - Google SR3CU4DMKK3X – *Issued September 2021*

Technical Support Fundamentals – Google 4RHFCTQPQTJN – *Issued September 2021*

IT Security - Google VN9QZLBWDQTL – *Issued September 2021*

System Administration and IT Infrastructure Services – Google MB9VHM7LLKA7 – *Issued September 2021*

Computer Networking – Google C9QE4KDZGQER – *Issued September 2022*

Honors & Awards

MJC president's list award – MJC

Jun 2022 The MJC President's list includes students who have completed a minimum of 12 units during the semester with a GPA of 3.5 or better