

Joshua Waldrip

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WORK EXPERIENCE

DYOPATH Remote Service Desk Analyst I - Caterpillar Logistics Feb 2022 - Present Was the

First line when it came to Issue's throughout the Logistics Department of CAT

Installed, Updated, Uninstalled Software

Performed Software Maintenance

Constructed report tickets for doumentation and escalation.

Performed troubleshooting for on going issues with the Caller's computer

Worked with Registry Edit, Command Prompt, and Powershell

Fedex Supply Chain Lebanon, TN Server and PC Technician Aug 2021 - Jan 2022 I work in multiple departments with different roles and requirements.

Take apart Desktops and Laptops, add or remove specified parts (ram, storage, additional hardware, occasional CPU). Make changes to the Bios, boot sequence, and the Operating System.

Change parts in Servers for major companies.

Build server racks for companies following specific guidelines.

Cable Manage network cables for specific builds.

Set up individual servers with specific software, Linux or Windows usually, and stress testing the server before sending it off to its destination.

EDUCATION

Jacksonville State University Jacksonville, AL Bachelor's in Criminal Justice Graduation Date: Jun 2020

Eagleville School Eagleville, TN High in General Graduation Date: May 2014

SKILLS

Microsoft Office (10+ years) 77 Words Per Minute Microsoft Windows 10(6+ years)

Computer Repair(3+ years) Electronic Repair(2+ years) MAC OS(5+ years) Customer Service(7+ years) LAN, DHCP, TCP/IP, VPN Networking(4+ years) Network Support(3+ years) Linux Based OS'(3+ years) Leadership(10+ years)

SKILLS CONT

Cloud Systems(4+ years) Root Cause Analysis(3 years) Technical Support(4+ years) Computer Operation(8+ years) Python(1 year) Programming(1 year) Website Design Adobe Acrobat(1 year) Virtualization Software Deployment(1 year) Firewall(2+ years)