Joshua Waldrip

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EXPERIENCE

Service Desk Analyst I
DYOPATH   February 2022 – Present, Remote

· Installed, Updated, Uninstalled Software.
· Diagnosed hardware issues and talked user's through attempting to fix the issue.
· Performed Software Maintenance and upkeep by ensuring drivers and updates at the latest release.
· Constructed report tickets for documentation and escalation.
· Performed troubleshooting for ongoing issues with the Caller's computer.
· Debugged issues within the user's computer with Registry Edit, Command Prompt, and PowerShell.
· Created user accounts with Azure Admin, O365 Admin, and Active Directory.

Server and PC Technician
Fedex Supply Chain   Aug 2021 – Jan 2022, Lebanon, TN

· 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

Bachelor's in Criminal Justice
Jacksonville State University · Jacksonville, AL · Jun 2020

High in General
Eagleville School · Eagleville, TN · May 2014

SKILLS

Microsoft Office (10+ years), Microsoft Windows 10(6+ years), MAC OS(5+ years), Adobe Acrobat(1 year)

Customer Service(7+ years), Leadership(10+ years)

Computer Repair(3+ years), Electronic Repair(2+ years), Computer Operation(8+ years), Website Design, Programming(1 year), Python(1 year)

LAN, DHCP, TCP/IP, VPN, Networking(4+ years), Network Support(3+ years)

Linux Based OS'(3+ years), Cloud Systems(4+ years), Root Cause Analysis(3 years), Technical Support(4+ years), Virtualization Software Deployment(1 year), Firewall(2+ years)