JOSHUA LEMMOND

IT Analyst

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🔗 https://www.linkedin.com/in/joshualemmond/　　📍 Durham, NC

EXPERIENCE

IT Analyst

Kimley-Horn

📅 11/2021 - Ongoing　📍 Raleigh, NC

- Responsible for maintaining server, network, and end-user equipment in headquarter office
- Providing support to 300+ users locally
- Managing conference room systems, lead initiative to replace all conference rooms in Carolina's region. Responsible for ordering equipment, working with cabling vendor, and installing MTR system
- Managing output devices in Carolina's region. Responsible for ordering equipment, working with vendor on delivery and installation
- Serving as a consultant to production staff as IT needs arise
- Providing white-glove service to end-users, seeing problems through to the end when resolution is met

Service Desk Analyst

Allscripts

📅 08/2019 - 11/2021　📍 Raleigh, NC

- Subject-Matter Expert responsible for being knowledgeable on largest client processes to assist team members with troubleshooting and ticket routing
- Develop troubleshooting materials and procedures
- Achieve consistent customer satisfaction and quality assurance ratings
- Maintain updated knowledge of all client procedures and services to better provide technical support and service solutions
- Monitor ticket queues to ensure no delay of service to resolution
- Lead client collaboration meetings
- Provide support to end-users

Technical Service Specialist

Wells Fargo

📅 08/2018 - 08/2019　📍 Charlotte, NC

- Managed high levels of call flow to resolve software, and hardware technical support needs of internal employees
- Assisted in configuring hardware, peripheral devices, and software to set up new workstations for employees
- Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues
- Worked with administration: forward requests and unresolved issues to the designated resource by communication with internal departments

Help Desk Representative

Quo Vadis Inc.

📅 04/2017 - 08/2017　📍 Matthews, NC

- Diagnosed, troubleshooted, and resolved a range of software, hardware and connectivity issues
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades

IT Intern

Stanly Community College

📅 03/2016 - 06/2016　📍 Albemarle, NC

- Handled a wide variety of customer service and administrative tasks to resolve student and faculty issues quickly and efficiently
- Assisted in the re-imaging and replacement of computers within student computer labs around the campus

SUMMARY

Problem-solving and task driven IT Analyst with five years of experience in technical support. Looking to transition into a Web Development role. Passionate about responsive design, and user experience.

EDUCATION

Coding: Full Stack Web Development

UNC Charlotte School of Professional Studies

📅 10/2022 - 04/2023　📍 Charlotte, NC

ASSOCIATE OF APPLIED SCIENCE - NETWORKING

Stanly Community College

📅 09/2015 - 05/2017　📍 Albemarle, NC

SKILLS

Debugging	Git	HTML	CSS

JavaScript	Node.js	Express.js

MySQL	Sequelize	MongoDB

PROJECTS

ChatterHub

🔗 https://limitless-stream-42645.herokuapp.com/

ChatterHub is my first full stack application, built with a group from the coding bootcamp I attended

- Technologies used: HTML, CSS, JavaScript, Express.js, Node.js, Sequelize, MVC

Movie & Beer Roulette

🔗 https://joshvuh.github.io/Movie-Beer-Roulette/

Movie & Beer Roulette uses API calls to generate a random movie and beer for you to enjoy

- Technologies used: HTML, CSS, JavaScript, The Movie Database, Punk API