

# Joshua J. Pierson

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## SUMMARY

Motivated, developing professional with a strong work ethic and ability to complete tasks on time with high quality in both individual and team settings. I'm inspired by the future. Ready to learn and grow within a company that will foster growth, using my technical and interpersonal skill set, and benefit from my positive attitude toward developing myself and developing others.

## EDUCATION

Associate of Applied Science

Cyber Security, Dallas College, 2023

- Intro to Networks
- Incident Response and Handling
- Fundamental of Information Security

Associate of Science Degree

Science, Dallas College, 2019

## CERTIFICATIONS

- TestOut CyberDefense Pro Certified
- Google IT Support by Google on Coursera. Certificate earned January 17, 2024

## SKILLS

- Troubleshooting and resolving hardware failures
- Familiarity with Help Desk/Customer Support procedures
- ServiceNow ticketing system
- TCP/IP and network protocols (LAN, WAN, VPN)
- Microsoft OS and programs (Office Suite, Office 365)
- Mac OS, iOS, Chrome OS, Google Applications, Linux OS
- Cybersecurity best practices
- Customer Service/ User Support
- Rapid adaptation and quick learning of new technologies
- Strong verbal and written communication
- Reporting and documentation
- Supervision and leadership
- Analytical skills

## EXPERIENCE

Desktop Support Technician, Dallas ISD, Sep 2024-Current

Dallas, TX

- IT Technion for four Schools in The DISD District
- Assist campus-based technology users and provide training to staff.

- Provide technical support for special events, computers, mobile devices, digital A/V equipment, peripherals, and instructional software applications.
- Repaired multiple laptops, Chromebook , and other devices by replacing batteries, motherboards, and screens.
- Reimaged Mac 's, Dell, and HP devices
- Installed multiple deferent Drivers/ Firmware to devices
- Used asset Management software for keeping track and managing device inventory and location
- Use ServiceNow to Manage workflow of IT related issues for the schools
- Attend required training and meetings, follow attendance policies, and adhere to DISD rules and regulations.

#### Contractor Deploy Technician , New Era Tech, May 2024-Aug 2024

##### Dallas, TX

- Provisioned, Installed, and tested over 1000+ new and old phone devices.
- Ensure all equipment is properly connected to the DISD network and functions properly.
- Installed Microsoft Team's Firmware to multiple Phone device's manually to meet DISD specific user requirements and organizational standards.
- Execute deployment plans by traveling to multiple DISD school locations in the Dallas metroplex to manage phone devices.
- Coordinate with DISD school staff and other third-party for the deployment of the devices.
- In Excel and Email I Document and report any issues and progress updates to my team lead / supervisor during deployment.
- Lifecycle management of devices by installing new Yealink phone devices and removal of old devices per DISD Compliance

#### Customer Support, Leslie Pool Supplies, June 2017-January 2024

##### Desoto, TX

- Educate retail employees on IT policies, data security, customer privacy, POS system usage, and debugging.
- Perform routine maintenance, including cleaning printheads, replacing cartridges, and troubleshooting to minimize downtime.
- Utilize inventory management software to monitor stock levels, generate reports, maintain records, conduct audits, and manage reorder points.
- Used CRM software to track customer interactions, manage data, analyze purchasing patterns, and maintain client profiles.
- Utilize communication and influencing skills to determine customer needs, foster positive relationships, and ensure satisfaction.
- Develop strategies to meet organizational objectives and instruct customers on proper product usage.