**Joshua Pitts**

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**SUMMARY**

Diligent and motivated entry-level Information Technologies Technician with a robust foundation in building/repairing computers, computer systems, hardware, and software. Possesses strong academic credentials, hands on experience and exceptional technical troubleshooting abilities, dedicated to learning and providing efficient IT solutions. Fast learner with a commitment to excellence in the field.

**EDUCATION**

**Associate of Applied Science, Computer Technology, Programming/Database** December 2025

Spartanburg Community CollegeSpartanburg, SC

GPA: 3.0

*Related Course Work*

* Database
* Data Structures
* Network Fundamentals
* Programming Logic and Design
* Event-Driven Programming
* Shell Scripting
* Advanced Cisco Router Configuration
* Cisco Internetworking Concepts

*Related Projects*

Configured and optimized a local area network (LAN) for a small business model.

**SKILLS**

* Hands on Electronics Repair and PC Building
* Microsoft Certified: Windows 10
* Operating Systems: Windows, Linux, Mac OS X, Mobile
* Languages: Python, C++
* Software: Visual Studio, Microsoft Office, Microsoft SQL Manager
* Troubleshooting hardware and software
* Networking: TCP/IP, LAN, WAN
* Understanding of cyber security concepts
* Hands on experience setting up networks

**EXPERIENCE**

**Housewares Department Manager** February 2011 – November - 2015

February 2018 – Present

Wal-Mart. Spartanburg, SC

* Managed a group of 5 associates
* Shop for customers that order their groceries online
* Mapped out schedules to provide coverage throughout each week
* Set shelves so new products that come in have a correct location and old products can be marked down to be sold through
* Assist customers with what they need in store
* Provide help throughout the store with technology such as setting up internet, phone service, and tv installations

**Tool Department Manager**  November 2015 – January 2018

Lowes Spartanburg, SC

* Managed a group of 10 people
* Answered customer questions and provided excellent customer service
* Maintained a clean work environment in my departments
* Delegated tasks to my associates
* Provided feedback to my associates and other managers to help with day to day operations