

# Josh E. Blackstone

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Motivated IT Manager with 5+ years of experience in the technology industry. Bringing well-rounded expertise as a proven leader in Systems Administration. Passionate about Community development.

## EXPERIENCE

### Telaar *IT Manager and Security Specialist*

August 2023 - Present

- Manage a team of peers receiving 600+ cases a month
- Decrease case duration from three days to under one day
- Prevent, investigate, and remediate threats by monitoring and recognizing evolving zero-days and phishing attempts
- Development of policies and procedures, how-to documents, FAQs alongside other teams and fortifying relationships
- Maintain IT Infrastructure, increase uptime to over 99.7%

### *IT Systems Administrator*

September 2022 - August 2023

- Streamlined daily processes, minimizing employee hardware exchange times by 98%
- Orchestrated partnerships with other teams, creating industry-standard knowledgeable AI systems
- Communicated independently with contractors and employees to troubleshoot external issues
- Programmed, distributed, and tested Raspberry PIs with company software

### *IT Systems Specialist*

March 2022 - September 2022

- Excelled in end-user support, reducing case closure average to half a day
- Employed advanced javascript by creating an innovative browser extension, increasing company efficiency
- Demonstrated web development skills by manually coding a user-friendly informative webpage for team members
- Executed proficiency with hardware repair and upkeep

## PROJECTS

Why read a boring old resume? View my work with a hand-coded portfolio here: <https://the-blackstone.github.io/AboutMe/>

## SKILLS

- HTML, CSS, and Javascript
- Hosting and maintaining servers, Linux, and Windows
- Active Directory and Cloudflare
- Knowledgeable with electronics and programming
- Innovative problem-solver
- Talented Interpersonal Communicator

## AWARDS

- Sterling Scholar in Computer Technology
- Employee of the year
- Innovator of the Year
- Eagle Scout

## LANGUAGES

- Native English
- Intermediate Spanish

## EDUCATION

### ZeroToMastery.io Online

Expected January 2025

- Full Stack Development
- Ongoing
- Computer Science
- Computer Programming
- Ethical Hacking