Joshua Townsend

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Professional Summary

Dedicated computer technician who excels at solving problems and completing projects within deadlines. Specializes in fixing urgent technical issues. Committed to continuous improvement and finding complete long-term solutions. Reflective, organized, and respectful.

Qualifications

- Knowledge of PC and Mac
- Microsoft Office proficiency
- Active Directory and SCCM experience
- Diagnostic skills
- Self-directed
- Strong problem solver
- Leadership experience
- Excellent team member

Related Work Experience

Sr. Student Computer Technician: 1/23/2017 to 5/10/2019
Kent State University – Kent, OH

- Provided tech support as issues arose in classrooms and offices
- Resolved tickets submitted by staff and faculty
- Managed PCs through SCCM and Active Directory
- Oversaw student technicians and helped to teach them new skills
- Advanced level of experience with Office 365
- Worked with supervisor to determine task priority, importance, and long-term goals
- Created internal website that included tutorials and important information for improved support and training
- Advanced level of experience with Windows 10
- Communicated with staff and faculty to arrange dates for support and equipment
- Developed procedure relating to imaging, inventorying and setting up technology practiced throughout the college

Education

Bachelor of Science: Digital Sciences
Kent State University – Kent, OH