Joshua Townsend

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Website: https://thebrokencodes.github.io/JTownsend-Portfolio/index.html

Professional Summary

Dedicated computer technician for the College of Communication and Information 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: 1/2017 to Present

Kent State University – Kent, OH

- Provided tech support as issues arose in classrooms and offices
- Managed PCs through SCCM and Active Directory
- Oversaw student technicians and helped to teach them new skills
- 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
- Communicated with staff and faculty to arrange dates for support and equipment

Education

Bachelor of Science: Digital Sciences

Anticipated Graduation: May 2019

Kent State University – Kent, OH