

# Joshua Townsend

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536 Jennings Ave. Salem, OH 44460

Phone: (330) 277-8441 Email: [jtownse9@kent.edu](mailto:jtownse9@kent.edu)

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

## Professional Summary

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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

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- 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

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**Sr. Student Computer Technician:** 1/2017 to Present

**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

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**Bachelor of Science:** Digital Sciences

**Anticipated Graduation:** May 2019

**Kent State University – Kent, OH**