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## Joshua Townsend

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Website: <https://joshua-townsend.com/>

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### Professional Summary

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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.

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### Qualifications

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| • Knowledge of Windows & MacOS               | • Leadership Experience                    |
| • Active Directory and SCCM Experience       | • Excellent Team Member                    |
| • Excellent Written and Verbal Communication | • Exercise Dependability and Determination |

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### Related Work Experience

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**Sr. Student Computer Technician:** 1/23/2017 to 5/10/2019

**Kent State University** – Kent, OH

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| • Provided immediate support for issues as they arose in classrooms and offices  | • Oversaw Windows 10 upgrade project and ensured timely completion               |
| • Managed computers through Active Directory and SCCM                            | • Communicated with staff and faculty to arrange dates for support and equipment |
| • Oversaw student technicians and taught them new skills                         | • Worked with Office 365 and assisted in the early implementation                |
| • Created internal website for on-boarding training for new student hires        | • Oversaw multiple computer labs, and wrote Group Policy for them                |
| • Created standardized procedure for imaging, inventorying, and technology setup | • Worked with JAMF to manage Apple computers                                     |

**Technical Services Support Engineer:** 11/18/2019 to Present

**GLI Pool Products/FIT Technologies** – Youngstown, OH

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| • Respond to technical issues as they occur within production and offices               | • Maintain server and ensure the occurrence of regular backups    |
| • Maintain detailed inventory of computers and associated licensing/account information | • Complete research to develop long-term solutions                |
| • Identify potential issues and mitigate impact before occurrence                       | • Create documentation of computer setup and network printing map |
| • Maintain stock counts of supplies for immediate replacement                           | • Work to create standardization of departmental setups           |
| • Create and manage Active Directory User Accounts                                      | • Create documentation of unique departmental software            |

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### Education

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**Bachelor of Science, May 2019:** Digital Sciences

**Kent State University** – Kent, OH