

Joshua Ravin Yu Gaviola

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CERTIFICATES & EDUCATION

Cisco Certified Network Associate (CCNA)

Certified: Mar. 2024

Credly: <https://www.credly.com/users/joshua-gaviola>

University of Maryland Baltimore County (UMBC)

Bachelor of Arts in Asian Studies | Minor in Computer Science

Baltimore, MD

May 2022

SKILLS

Networking: LAN/WAN Hardware | TCP/IP Stack | OSI Model | VLAN | DNS | DHCP

Operating Systems: Windows 10 & 11 | MacOS | iOS | Linux (Ubuntu Server)

Programming: Cisco IOS | Powershell & Batch Script knowledge | C++ & Python fundamentals

Technical Skills: Cisco & TP-Link Devices | PC Hardware | Hypervisors | ITIL | Troubleshooting | Cloud Services
Video Conferencing Software | Microsoft 365 | Project Management | Data Analysis Fundamentals

Soft Skills: Attention to detail | Desire to learn | Communication | Collaboration | Adaptability | Client Support

EXPERIENCE

M & K Communications Inc.

Silver Springs, MD

Language Specialist - Contract

Jan. 2021 – Present

- Promptly identified and resolved project conflicts using project management tools to track and manage tasks
- Developed and provided methods to mitigate further interruptions for both clients and contractors
- Ensure client satisfaction by communicating progress updates at key project milestones
- Trained interns in various areas such as translation workflow and client relations to enhance skill development
- Provide client support by sharing session data, using data analysis tools to measure and report on information retention and project outcomes

ReReads

Crofton, MD

Sales Lead

Nov. 2021 – Dec. 2023

- Led the deployment, migration, and decommissioning of legacy POS equipment, transitioning to a cloud-based system to improve operational efficiency and data accessibility
- Maintained up-to-date knowledge of products and trends to proactively curate recommendations for customers
- Optimized customer experience and satisfaction by organizing the store layout, ensuring seamless access to all areas

University of Maryland Baltimore County | Japanese Language Program

Baltimore, MD

Head Teaching Assistant

Aug. 2020 – June 2022

- Established a culture of flexibility and adaptability to meet the evolving needs of students and professors
- Coordinated weekly discussions to provide students with additional learning opportunities for confusing topics
- Utilized digital collaboration platforms to create and manage a digital forum for over 250 students, facilitating communication and resource sharing

PROFESSIONAL DEVELOPMENT

Home Testing Lab

- Configured, maintained, and updated all desktop and network-related systems and software
- Ensured best practices for network security by monitoring network traffic, logging DNS traffic, setting unique passwords, and creating isolated VLANs
- Applied preemptive maintenance practices by creating backups of stable configurations before applying changes
- Utilized hardware virtualization for technologies such as DNS, DHCP, and VPNs to efficiently utilize resources
- Committed to improvement by familiarizing myself with new technologies and implementing test configurations to stay current with industry advancements