

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)

Baltimore, MD

Bachelor of Arts in Asian Studies | Minor in Computer Science

May 2022

SKILLS

Networking: LAN/WAN hardware setup | TCP/IP | STP | VLAN | LAG | DNS | DHCP | IGP (OSPF & EIGRP)

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

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

Technical Skills: Desktop & Laptop hardware | Troubleshooting | Virtualization | ITIL methods

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

EXPERIENCE

M & K Communications Inc.

Silver Springs, MD

Language Specialist - Contract

Jan. 2021 – Present

- Promptly identify project conflicts and ensure timely resolutions
- Provide methods to mitigate further interruptions for both clients and contractors
- Communicate closely with clients at major points of a project to ensure clients satisfaction
- Remotely train and oversee interns in various areas (translation workflow, client relations, project management)
- Documenting and updating client progress (session notes, client goals, information retention)

ReReads

Crofton, MD

Sales Lead

Nov. 2021 – Dec. 2023

- Deployed, migrated, and decommissioned older POS equipment in favor of a cloud-based system
- Maintained up-to-date knowledge of products and trends to proactively curate recommendations to customers
- Organized the layout of the store to provide new customers with seamless access to each area
- Thoroughly communicate the tiered pricing of merchandise to aid the customer decision-making process

University of Maryland Baltimore County | Japanese Language Program

Baltimore, MD

Head Teaching Assistant

Aug. 2020 – June 2022

- Led weekly discussions to give students an environment for extra learning and resolve points of confusion
- Served as a liaison between students and professors seeking assistance
- Established a culture of utilizing team member strengths and schedules to ensure help is present for students in need
- Worked alongside my team to create and manage a VoIP and digital messaging forum for 250+ students

PROFESSIONAL DEVELOPMENT

Home Testing Lab

- Configure, maintain, and update all Desktop and Network related systems and software
- Ensure best networking practices are applied by using DNS logging, DHCP, and VLANs to secure the LAN
- Apply preventative maintenance of equipment by regularly creating a backlog of backups and updating firmware
- Utilize virtualization for technologies such as DNS, VPN tunnels, & containers to maximize hardware efficiency
- Commitment to self-improvement by becoming familiarized with new technologies and using test configurations