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   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 ease of access to each area

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
- 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
- Apply preventative maintenance of equipment by regularly creating backups and updating firmware as needed
- Establish technologies such as DNS, VPN tunnels, & Containerization using Linux distribution VMs
- Commitment to self-improvement by becoming familiarized with new technologies and using test configurations