Joshua Shropshire

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Objective: **Eager to learn, experienced tech-savvy professional seeks opportunity to add skills and knowledge to organization for betterment of company**

Qualifications/Certifications

A+ CompTIA –Award: COMP001020467457   **February 2013**

Education

Everest College, Portland, Oregon   **April 2013**
Network and Internet Security Specialist Certificate

Planning, implementing, administering, supporting and securing networked computer systems and their users

 ♦ 3.8 GPA

Open Meadows, Portland, Oregon   **March 2008**
Career Connections training

An intensive 5-week training in customer service, business relationships and customer service

 ♦ 4.0 GPA

Employment History

Everest College, Portland, Oregon   **Oct 2012 – current**

Campus Support Personnel

File confidential information in student files; fax/scan paperwork; work in Microsoft Office to complete tasks occasionally

Freelance Desktop/User Support, Portland, Oregon   **Jan 2011 – current**

Repair end-user computers; reinstall operating systems; replace hardware; sell software; build custom computers

Stream Global Services, Portland, Oregon **Feb 2010 – Jan 2011**
Desktop Technician
Assisted with the installation, configuration and ongoing usability of desktop and laptop computers, peripheral equipment and software; Hardware Diagnostic; Virus removal and system repairs, Data Transfer

City of Portland Bureau of Housing, Portland, Oregon **May 2008 – March 2009**
Project Support Intern

Tracked the number of homeless individuals within city through surveys and observation; entered data into Federal database

Affiliated Computer Service, Portland, Oregon **Sept 2005 – June 2012**

Spring Wireless Customer Care Specialist
Communicated appropriate options for billing and/or technical resolutions; informed of and sold new products and services to customers; retained high risk customers

Intel, Portland, Oregon **Feb 2004 – Oct 2005**

Assistant Manager
Software/hardware backups; maintenance of the computer lab; on site repairs; equipment and software installation; recover lost documents; network installation; product testing