

Contact

joshua.murphy000@gmail.com

www.linkedin.com/in/joshua-murphy-568a9518b (LinkedIn)

Top Skills

Linux

Windows Server

Network Security

Languages

French (Elementary)

Honors-Awards

Eagle Scout

U.S. Navy Ceremonial Guard

Joshua Murphy

Webmaster at ACTIVE COMPUTER SUPPORT

Blackheath, New South Wales, Australia

Summary

I have a deep fascination with information security, spanning from life experience within the armed forces, and proven customer focused support.

Experience

ACTIVE COMPUTER SUPPORT

Webmaster

September 2019 - Present

Blue Mountains, NSW

Write For Art

Web Specialist

May 2019 - Present

Sydney, Australia

- Designed and developed user-friendly website, including optimized check-out pages that increased user clicks, and subsequently customer purchases.
- Fixed bugs from existing webpages and implemented enhancements that significantly improved web functionality and speed.
- Revamped web application security applications through testing.
- Designed processes for cleanup and performance improvement.
- Implemented web-scraping methodologies for live market analysis.
- Trained staff members on internal web functions, including steps on how to make minor updates and changes.

Axsapt Pty Ltd

Help Desk Technician

July 2015 - December 2017 (2 years 6 months)

Sydney, Australia

- Acting first point of contact for customers offering support in business systems such as CRM, ERP, eCommerce, and POS software systems.
- Offer guidance to clients in an effort to help streamline their systems. Perform regular maintenance and queries on client's databases.

- Provide incident response and documentation of bugs / software issues, using both internal and developer ticket tracking systems.
- Liaise with other 3rd party providers for incident response and fixes.
- Train new internal, and external staff members.

US Navy

Petty Officer Third Class

March 2007 - June 2012 (5 years 4 months)

Multiple

Semi-rewarding sightseeing adventure across 36 countries in total.

Education

TAFE NSW

Cert IV, Cyber/Computer Forensics and Counterterrorism · (2019 - 2020)

US Navy

NER-CTT-005, Cyber/Electronic Operations and Warfare · (2009 - 2010)