

Joshua Watson

Location: Iver Heath

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A dedicated young person, open-minded, willing to learn and improve knowledge, looking for a new challenge with opportunities to grow as a technician. Previous experience in technical support and sound qualifications.

Work experience:

Enterprise technical support Analyst

Company: Blackberry

September 2017 – current

Working at blackberry as a Level 3 technical analyst, providing support and assistance primarily for the EMEA region, but also occasionally including APAC and US region. Working on blackberry's MDM , Workspaces, and Cylance products, advising, testing and assisting customers with their issues through salesforce ticks.

Also experience using a number of third-party tools and products such as understanding of OS types – android, window, MacOS/Ios, with some Linux.

Using tools such as SQL management studio, command line, fiddler4, wireshark to assist customers in troubleshooting their issues.

Sales assistant

Company: Currys/PCworld

October 2016- September 2017

Working as a Sales assistance offering a friendly face and providing knowledgeable help on products to advise and assist customers in understanding the best product for their needs. Doing this it improved skills such as:

- Communication
- Customer service
- Working under pressure
- Attention to detail.

Education:

East Berkshire college 2017 – 2019

Burnham Park Academy

Qualifications

- Microsoft Technology Associate: Mobility and Device Fundamentals (MTA)
- Microsoft Technology Associate: Software Development Fundamentals (MTA)
- Microsoft Technology Associate: Windows Server Administration Fundamentals (MTA)

- Cisco Certified Network Associate Industrial (CCNA I)
- Cisco Certified Network Associate Industrial (CCNA 2)
- BTEC Level 3 IT Diploma
- BTEC Level 2 IT Diploma

Skills

- Troubleshooting –
- Technical support -
- Communication –
- Computer / mobile systems
- Willingness to learn.
- Technical analyst

Interests

Computer gaming.

Computer development, including learning new software, hardware construction and creating a mobile game for android using unity and C# coding.

Photography.

Driving.