Joshua Dooley

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Team Leadership Experience

- Mentored and coached the Tech 1 and Tech 2 support employees on existing and developing technologies
- Created new processes and documentation to improve overall support quality
- Collaborated with multiple support and development teams to implement new processes and solutions

Infrastructure/Software Support

- Support the Dealer Channel for issues with DS-JDIS applications such as EQUIP and Service Delivery
- Work with dealers on projects to build and deploy servers for their DS-JDIS applications
- Escalation point for advanced support issues
- Work closely with other teams to create and manage processes
- Create and publish knowledge documents to help other support with identifying and troubleshooting issues
- Script using PowerShell to automate common and advanced tasks
- Provide 24/7 dealer support with an on-call phone rotation
- Daily interaction with customers using remote access to their clients
- Collaborated with the local and offshore team for EQUIP deployment migrations
- Established and tested user's security access and software
- Built custome C# applications and scripts to overcome unique customer needs
- Researched, tested, and deployed new technologies for Sedona and its customers
- Provided support and guidance as a MSP representative for Sedona Technologies
- Build, deploy, and troubleshoot servers in a VMWare enterprise enviorment

Other Skills and Experience

- Windows Server 2008R2, 2012, 2012R2, 2016
- Citrix XenApp 5.0, 6.5, 7.15
- Microsoft Remote App
- Hyper-V Virtual Machines
- Failover Clustering Server 2008R2
- AT&T Netgate VPN devices
- ZyWall Advanced Routers
- Triton Content Filtering
- Microsoft Exchange (limited) & 365
- Active Directory
- VMWare
- VeriFone Credit Card System
- Windows 7, 8.1, 10
- OS X
- Android Devices
- iOS Devices
- Microsoft Office Suite
- Business Networking
- Advanced Printer Troubleshooting
- Topaz Signature Pads and troubleshooting
- Barcode Scanners
- Powershell Scripting
- C# (Intermediate)
- Webroot

Education

- Associates of Applied Science, Network Administration – In progress
    - Scott Community College, Bettendorf, IA

Work Experiance

- John Deere / Sedona Technologies – Infrastructure Analyst III   2018 – Present
- Sedona Technologies – IT Administrator   2017 – 2018
- John Deere / Sedona Technologies – Infrastructure Analyst I & II   2012 – 2017
- Recovered from Open Heart Surgery and attended college   2009 – 2012
- Tech Team Global, Davenport, IA – Deploy Technician   2008 – 2009