

# Joshua R. Hollis

✉ jrj-cloudcard@live.com | ☎ 8035869722 | 📍 Columbia, SC | 🌐 jrj-cloudblog.link

## Edu.

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### Winthrop University

BA IN LIBERAL ARTS

GPA: 3.0

Rockhill, SC

Jan 2014 – Mar 2017

## Experience

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### BAE Systems

HELP DESK II

Full Remote

August 2021 – Current

- Acted as first contact for a company with over 34,000 internal employees.
- Developed aptitude in ticket handling and case relations via SNOW and ServiceNow.
- Administered and routed thousands of cases via backlogs, incidents, requests and calls.
- Created solutions for tough problems facing industry leading engineers and technicians.
- Fostered a professional conduct and ease of communication that crossed job-title borders.
- Delegated event tickets that affected several hundred users at once.
- Cross-trained in many avenues of support, from chats, meetings, calls and email correspondence.

### Transcom/Apple

IOS/MSS HELP DESK

Full Remote

Mar 2021 – Aug 2021

- Consulted for Apple brand desktop, handheld and mobile devices.
- Examined and documented support tickets relating to user use, repair and service plans.
- Troubleshoot with hands-on or remote support.
- Assess and communicate to clients and co-workers about various technical and account issues.
- Mastered my customer relation skills, allowing for clear and productive communication.
- Earned the opportunity to be trained in several spheres of business.

## Skills/Tech

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**Languages/Script/Code Tools:** Python, JavaScript, TypeScript, Terraform (IaC), YAML Script, BASH Script

**Server/CI/CD Tools:** Github/Gitlab, AWS, Ansible, Jenkins, Docker, Kubernetes

**Concepts/Soft Skills:** CI/CD, Client Relations, Operational Security, Troubleshooting, KB Article Creation

## Projects/Personal Sites

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### jrj-cloudblog.link

Next.js, Gitlab, Github, Terraform,

AWS - S3 - Cloudfront

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A NEXT.JS WEBSITE TO ACT AS A GITHUB DISPLAY AND PERSONAL BLOG.

### jrj-cloudwatch.link

AWS - EC2 - RDS, Cloudwatch, Next.js

THIS WILL BE AN EXTERNAL DASHBOARD CALLING ON THE API OF CLOUDWATCH ALERTS SET UP WITHIN MY AWS

ENVIRONMENT.

N/A

## Certs

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2020

CompTIA A+,

CompTIA

2021

Certified Solutions Architect - Associate,

AWS