

JOSHUA D BAGWELL



(770)-685-9926

Atlanta, GA

joshua.d.bagwell@gmail.com

jbagwell27.github.io

Skills

Linux



Microsoft/Windows



PowerShell



C#



Bash/Batch



Achievements

- Participated in a Customer Advisory Board providing feedback and bug reports on upcoming products
- Completely redesigned the entire IT infrastructure at Premier Transportation
- Developed a silent install script and deployed it company wide at KaVo Kerr

Education

Kennesaw State University

Computer Science

Aug 2014 – Feb 2017

Neumont University

Computer Science

Oct 2010 – Aug 2012

PROFESSIONAL EXPERIENCE

PREMIER TRANSPORTATION - System Administrator

NOV 2020 -> CURRENT

- Work with a small internal IT team to manage and support servers and network infrastructure across 20+ locations.
- Install and maintain several Linux machines running Redhat and Ubuntu. Tasks include script development and deployment, resource monitoring, and user access management.
- Utilize best security practices by limiting resource access with security groups, SSH keys and SSL certs.
- Monitor and manage several web servers running Apache on Linux and IIS on Windows.
- Implemented a complete redesign of the entire department's procedures, services, and infrastructure resulting in the deployment of several new services including MDM, fully managed AV suite, ticketing system, and documentation.
- Support end users and C-Level executives in a Windows environment with a variety of issues ranging from configuring phones to troubleshooting network and software issues.

KAVO KERR - Technical Support Rep.

MAR 2019 -> OCT 2020

- Assisted customers in a call center environment with troubleshooting various types of dental equipment and its related software, resulting in high first call resolution rates
- Developed and distributed tools to assist in the troubleshooting and installation of software as well as automating ticket creation and note taking resulting in improved workflow and increased productivity for the entire company.
- Assisted in training new team members on technical support procedures and best practices

CARESTREAM DENTAL - Technical Solutions Rep.

Level II

JUN 2018 -> FEB 2019

- Led a team of level 1 technical support representatives, providing mentorship and training to improve overall performance and customer satisfaction.
- Developed and maintained technical documentation and knowledge base resources, resulting in a decrease in call volume and an increase in first call resolution rate.
- Written and distributed batch scripts to simplify tasks such as registry edits, backups and migrations

Level I

JUN 2017 -> JUN 2018

- Provided first call resolution for customer inquiries, escalating more complex issues to level 2 support as needed
- Communicated effectively with customers to provide clear and concise instructions for resolving issues
- Implemented a new troubleshooting guide for common technical issues, reducing resolution time.