JOSHUA D BAGWELL

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(770)-685-9926
Location:
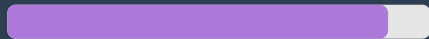Atlanta, GA
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Skills

Linux

PowerShell

C#

Java

Bash/Batch

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, ensuring updates and patches are installed to protect against open CVEs.
- Consulted and assisted with implementing a complete redesign of the entire IT department's procedures, services, and infrastructure resulting in the deployment of new services. These included patch management, remote access, anti-virus suite, ticketing system, and documentation.
- Support end users 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 by troubleshooting various types of dental equipment and its related software to achieve first call resolution.
- Developed several tools to assist in the troubleshooting and installation of software as well as automating ticket creation and note taking.

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.

Level I

JUN 2017 -> JUN 2018

- Successfully resolved technical issues for a high volume of customers, resulting in an overall improvement in satisfaction rate.
- Implemented a new troubleshooting guide for common technical issues, reducing resolution time.