JOSHUA D BAGWELL

(770)-685-9926
joshua.d.bagwell@gmail.com
Atlanta, GA
jbagwell27.github.io

PERSONAL EXPERIENCE / ACHIEVEMENTS

- Host a FreeNAS Unix machine with multiple containers and virtual machines to do the following:
  - File server for my home network using SMB and NFS
  - Transmission server
  - Minecraft Game Server,
  - Plex Media Server
  - VPN from external network to internal network
  - VPN from internal network to Hosted Service
- Install and test multiple Linux distributions
- Installed Arch numerous times learning about partitions and mount points
- Networked a printer utilizing a mail server to scan to email.
- Host a Windows Domain controller and set ACLs using Group Policies
- Edit IP tables to ensure proper flow of network traffic through subnets and VPNs
- Utilize Cron jobs to perform backups of Linux/Unix systems.
- Restore ZFS snapshots, and rebuild RAID Arrays

PROFESSIONAL EXPERIENCE

KAVO KERR – TECHNICAL SUPPORT REPRESENTATIVE (MAR 2019 → CURRENT)

- Assist customers with a variety of how-to questions such as importing/exporting images, and how to take X-Rays within the software
- Set up SQL Server database including instance creation and database file attachment
- Migrate data between servers, as well as install and update the software.
- Troubleshoot a variety of issues
  - SQL and Network connections: confirming proper file permissions, checking open firewall ports, and verifying database integrity
  - X-Ray equipment: re-install drivers, check for bad USB ports, and process warranty replacements when necessary
  - The software: discover and fix any data corruption, or program misbehavior
- Work with other equipment teams to troubleshoot and install 3rd party equipment
- Develop programs using a variety of languages to simplify help desk tasks:
  - Installing software; copying, renaming, and modifying text files; performing SQL queries to retrieve data.
  - Scripts to automate repetitive tasks such as creating a case and opening programs.
  - A note generation tool to standardize the note taking process

CARESTREAM DENTAL – TECHNICAL SOLUTIONS REP. I/II (JUN 2017 → FEB 2019)

Level 1
- Assist with How-to questions
- Troubleshoot a variety of issues such as database and software corruption
- Run database correction utilities to rectify corruption or miss-numbering
- Provide remote assistance utilizing Bomgar technology
- Perform software upgrades and server migrations

Level 2
- Assist level 1 with more complex issues
  - Perform advanced network troubleshooting: LAN speed tests, DNS/IP correction, testing firewall ports, latency testing, adjusting network duplex settings, and NIC power management
  - Connect to Citrix cloud servers to perform database maintenance
  - Provide SQL database correction by implementing queries to resolve corruption
- Provide training for new employees
- Write and distribute Batch scripts to simplify task such as registry edits, backups and migrations

PUBLIX SUPERMARKETS – CASHIER / CUSTOMER SERVICE STAFF (JUN 2015 → JAN 2017)

Cashier
- Welcome customers, answer questions, help locate items, and give product recommendations
- Accept payments at point of sale, while ensuring all prices and quantities are accurate

Customer Service Staff
- Maintain a clean, safe, and organized working environment
- Delegate tasks to the team that are completed throughout the day
- Organize workflow and ensure that associates understand their duties
- Monitor associate productivity and provide constructive feedback and coaching
- Create employee schedules to accommodate busy store hours
- Ensure store policies are followed according to company guidelines
- Build rapport, listen, and manage customer complaints/questions

EDUCATION

GEORGIA NW TECHNICAL UNIVERSITY	Network Specialist	August 2020 – Current
COMPTIA A+ CERTIFICATION	Expired June 2020
KENNESAW STATE UNIVERSITY	Computer Science	August 2014 – February 2017
NEUMONT UNIVERSITY	Computer Science	October 2010 – August 2012