JOSHUA D BAGWELL

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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 exectutives 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.