



# JOSHUA D BAGWELL

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<https://jbagwell27.github.io>

## PROFILE

Aspiring system administrator with 2 years of technical support experience and 5 years of customer service retail experience. What I lack in professional experience, I make up for with my high level of technical expertise and ever-growing drive to better myself and my career.

## EXPERIENCE

### KAVO KERR - TECHNICAL SOLUTIONS ANALYST (MAR, 2019 -> CURRENT)

- Answer questions and resolve a variety of issues for dental practices across North America  
Utilize Bomgar to provide remote assistance
- Regularly collaborate with office IT, network technicians, and hardware specialists to provide efficient first-call resolution
- Working with other equipment teams to troubleshoot and install 3rd party equipment
- Document and reference tickets in CRM software (Dynamics 365)
- Submit extra projects to development for possible software addition

### CARESTREAM DENTAL - TECHNICAL SOLUTIONS REP. I/II (JUN 2017 -> FEB 2019)

#### Level 1

- Assist with How-to questions
- Troubleshoot a variety of database corruption issues
- Perform basic network troubleshooting: ping tests, telnet, and speedtests
- Perform Database correction utilities to rectify corruption or misnumbering
- Provide remote assistance utilizing Bomgar technology
- Perform software upgrades and server migrations

#### Level 2

- Assist level 1 with more complex issues
- Process and resolve escalation cases in a proprietary CRM Program
- Provide training for new employees
- Write and distribute Batch scripts to simplify tasks: registry edits, backups, migrations, etc

## PUBLIX - CASHIER / CUSTOMER SERVICE STAFF (JUN 2015 -> JAN 2017)

### Cashier

- Welcome customers, answer questions, help locate items, and provide advice or recommendations
- Accept payments, while ensuring all prices and quantities are accurate
- Balance the cash register and ensuring accurate amounts
- Bag or wrap purchases to ensure safe transport
- Maintain a clean workspace

### Customer Service Staff

- Lead a team of associates and maintain the front end
- Balance the back office safe and generate reports on credit, debit, and cash sales
- Write and process bank deposit slips
- Issue refunds and exchanges while resolving complaints
- Cash checks, money orders, and process lottery winnings

## EDUCATION

**COMPTIA A+ CERTIFICATION** Expires June 2020

**WESTERN GOVERNORS UNIVERSITY** Cloud and Systems Administration | Expected Graduation Date: June 2022

**KENNESAW STATE UNIVERSITY** Computer Science | Aug 2014 - Feb 2017

**NEUMONT UNIVERSITY** Computer Science | Oct 2010 - Aug 2012

## PERSONAL EXPERIENCE

- Set up a home network utilizing Windows Server 2016
- Utilize port-forwarding to host game servers
- Clone Hard drives, duplicating partition tables and boot records
- Use a variety of Linux distributions on a regular basis

## SOFT SKILLS

- Leadership
- Communication
- Teamwork
- Problem Solving
- Work ethic
- Flexibility