JOSHUA D BAGWELL

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PROFILE

Aspiring system administrator with 3 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 SUPPORT REPRESENTATIVE (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
- Troubleshoot SQL and network issues: Permissions, Open ports, Firewall, Speedtests, etc
- Working with other equipment teams to troubleshoot and install 3rd party equipment
- Create tools to simplify help desk tasks:
  - Installing software; copying, renaming, and modifying text files; performing SQL queries to modify and retrieve data.
  - Create mini utility programs for flat-file and SQL data manipulation using C# and Powershell
  - Create 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
- 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
- Perform advanced network troubleshooting: firewall exceptions, Telnet, and Speed-test
- Provide training for new employees
- Write and distribute Batch scripts and SQL queries to simplify task such as registry edits, backups and migrations

EDUCATION

COMPTIA A+ CERTIFICATION	Expired June 2020
KENNESAW STATE UNIVERSITY	Computer Science	August 2014 – February 2017
NEUMONT UNIVERSITY	Computer Science	October 2010 – August 2012

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 Policy
- 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