

Josh Bellingham

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CompTIA A+ Certified IT professional with various skill sets. Proficient with the Microsoft and Google ecosystems. Strong communication skills; able to explain complex technical concepts clearly. 6+ years of experience with technical troubleshooting and excellence in customer support.

EXPERIENCE

Digital and IT Services Director

Jun 2022 - Present

Seniors Outreach Society, Three Hills, AB

- Provided technical training for staff and volunteers
- Redesigned client database in Microsoft Access; problem-solving with SQL macros
- Configured devices using Windows, MacOS, iOS, and Android operating systems
- Network and IT management (VoIP phone, LAN, etc.)

Digital Services Coordinator

Feb 2022 - Present

Kneehill Adult Learning and Newcomer Services, Three Hills, AB

- Facilitated technical support and training to over 160 clients with limited digital skills
- Upgraded and repaired computer hardware and software
- Redesigned website, SEO, and analytics, resulting in a +400% increase in web traffic
- Ensured all materials met strict accessibility standards
- Wrote and enforced security policies relating to client information and company data
- Managed company social media pages, resulting in a +100% increase in page reach
- Network and IT management (NAS Server, Microsoft Office, DNS, etc.)

Assistant Program Director

Jun 2019 - Aug 2019

Camp of the Woods, Dinorwic, ON

- Led groups of up to 30 kids in games and activities such as archery and canoeing
- Mentored and assisted new staff and volunteers

AV Technician

Sep 2018 - Mar 2020

Prairie College, Three Hills, AB

- Operated AV equipment to ensure events and concerts ran smoothly
- Ensured timely set up and tear down of equipment
- Organized teams and schedules for multiple musicians

Sales Associate

Aug 2015 - May 2018

Oshtugon Computers and Appliances, Sioux Lookout, ON

- Delivered excellent customer service and technical support
- Performed troubleshooting for software issues on computers and mobile devices • Sold and activated cellular phone contracts

EDUCATION

Diploma in Music & Worship Arts in Songwriting & Recording Sep 2018 - Jun 2020
Prairie College - Three Hills, AB, Three Hills

High School Diploma Sep 2014 - Jun 2018
Queen Elizabeth District High School, Sioux Lookout, ON

SKILLS

Expert in: Technical Support, Troubleshooting, Computer Operating Systems, Microsoft 365

Intermediate in: Web Development, User Experience, HTML, CSS, Python, Cyber Security

LICENSES & CERTIFICATIONS

CompTIA A+ 2024
CompTIA

Microsoft Certified – Azure Essentials
Microsoft Learn

Intermediate First Aid – Level C CPR 2024
St. John Ambulance

Google UX Design 2023
Google Career Certificates

Building Web Applications in Django 2023
University of Michigan

Programming with Python 2022
Southern Alberta Institute of Technology

Microsoft Excel Advanced 2022
The CPD Certification Service

Microsoft Access Intermediate 2022
CustomGuide Skills Accreditation

REFERENCES

References available upon request