Josh Bellingham

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Versatile IT professional with a wide variety of skill sets. Proficient with Microsoft and Google ecosystems. Strong communication skills; able to explain complex technical concepts clearly. 6+ years of experience with technical troubleshooting and 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

- Guided a cabin group of up to 13 kids in daily routines
- 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
- Mixed sound for large bands with multiple instruments
- Ensured timely set up a 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 and 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, Customer Service, Microsoft Office/365
Intermediate in: Web Development, User Experience, Python, Computer Operating Systems

LICENSES & CERTIFICATIONS

Building Web Applications in Django   2023
University of Michigan

Google UX Design   2023
Google Career Certificates

Programming with Python   2022
Southern Alberta Institute of Technology

Excel Advanced   2022
The CPD Certification Service