



Joshua Nichols

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Profiles

[Github](#) [Josh Nichols](#)
 [Josh Portfolio](#)

Skills

Linux (Ubuntu, Kali)	Windows
Office 365	Active Directory
VM Ware	Docker
Proxmox	Git
Technical Documentation	Networking (VLAN, Routing, Switching)
Webmin	Netdata
Cyberark	Apache Guacamole
Putty	Device Configuration
Cisco Finesse	Avaya One-X

Certifications

PC Pro
TestOut
2022
 [Verify](#)

IT Support Specialization
Google
2023
 [Verify](#)

Information Technology - Computer Tech Integration
Guilford Technical Community College
2023
 [Verify](#)

Network Security & Database Vulnerabilities
IBM
2022
 [Verify](#)

Python 3
Codecademy
2023

C++
Guilford Technical Community College
2023
 [Verify](#)

JAVA
Guilford Technical Community College
2022
 [Verify](#)

Microsoft Security Essentials
Microsoft
2025
 [Verify](#)

Career Essentials in System Administration
Microsoft
2025
 [Verify](#)

Detail-oriented IT professional with hands-on experience in system support, device configuration, and end-user training. Proven ability to manage multiple priorities in fast-paced environments. Eager to leverage technical and leadership skills to drive organizational success.

Education

Guilford Technical Community College **May 2023**
Associate In Applied Science - Computer Programming 3.9 Associates Degree

Experience

Informatic Concepts (Atrium Health Contract) **February 2025 - Present**
Information Technology Analyst Charlotte, NC

- Facilitated seamless transition to Windows 11 for all organizational PCs.
- Upgraded outdated hardware across the organization, improving system performance, and reducing downtime.
- Assembled and configured new computers based on user specifications, ensuring compatibility with existing systems and applications.
- Conducted thorough testing and troubleshooting of hardware to ensure proper functionality, minimizing operational disruptions.

Lowes Home Improvement **February 2022 - February 2024**
Associate Technology Support Technician Mooresville, NC

- Diagnosed system errors and provided solutions for various IT-related incidents.
- Created user accounts and passwords while ensuring data security protocols were maintained.
- Guided on how best to utilize information technology resources to maximize efficiency.
- Identified and resolved technical problems by using established procedures and resources. • Maintained detailed records of repairs completed to track performance trends over time

Hobby Lobby **August 2010 - December 2018**
Assistant Manager Mooresville, NC

- Organized regular staff assemblies to inspire employees, tackle concerns and queries, devise enhancements, and appraise goal achievements.
- Collaborated on creating operational strategies that optimize efficiency and productivity.
- Ensured accurate record-keeping of all sales transactions through the use of point -of-sale systems.
- Oversaw operational tasks such as shif t scheduling and duty assignments.
- Worked closely with management to formulate strategic plans that were instrumental in meeting business objectives.
- Evaluated employee performance to determine areas for growth.

Forsyth County EMS **December 2019 - July 2021**
Emergency Medical Technician Windston Salem, NC

- Experienced in maintaining composure amidst high-pressure, critical situations and skillfully determining task priorities to ensure prompt delivery of life saving medical care.
- Executed consistent checks on equipment and vehicles to uphold continuous, reliable operation.
- Assessed patient condition and promptly administered emergency medication, ensuring quick response and monitoring of any reactions.
- Worked in conjunction with other healthcare professionals to maintain high quality standards of patient treatment.

Lakeland Regional Health **February 2024 - December 2024**
EKG Monitor Technician Lakeland, FL

- Recorded and analyzed test results, identifying any abnormalities and reported findings to physicians.
- Maintain a vigilant watch on patients' cardiac activity by conducting telemetry monitoring.
- Demonstrated strong knowledge of cardiovascular anatomy coupled with comprehensive understanding of medical terminology.
- Maintain detailed patient records and test documentation in compliance with regulations.