



JOSHUA NICHOLS

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Summary

Dedicated and detail-oriented professional with a proven ability to effectively manage and prioritize multiple tasks in fast-paced environments. Known for a strong work ethic and a positive attitude, I consistently seek opportunities to take on additional responsibilities to support team objectives. Committed to continuous learning and growth, I aim to enhance my expertise in technology and business to contribute to organizational success

Skills

- End-user support
- Detail-Oriented
- Device configuration
- Computer maintenance
- Problem Solving
- Prioritization
- Operations Management
- Strategic Planning
- Staff Development
- HTML
- Python
- Java
- JavaScript
- Linux
- Avaya One-X Agent
- Cyberark
- Office 365
- CSS
- C++
- PHP
- Windows
- Apache Guacamole
- Putty
- Mac OS

Experience

Lakeland Regional Medical Center |
Lakeland, FL

EKG Monitor Technician

02/2024 - Current

- 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.

Lowes Home Improvement | Remote, FL
Associate Technology Support Technician

02/2022 - 02/2024

- 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.

Forsyth County EMS | Winston-Salem, NC
Emergency Medical Technician

- Experienced in maintaining composure amidst high-pressure, critical

12/2019 - 07/2021

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.

Hobby Lobby | Mooresville, NC

Assistant Manager

08/2010 - 12/2019

- 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 shift 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.

Education

Guilford Technical Community College

Associate of Science in Computer Science

05/2023

- Relevant Coursework: Operating Systems(Windows, Linux, Mac OS), Computer Networks, Web Development, Computer Architecture, Object-Oriented Programming, Network Security.
- Honors: Dean's List
- GPA: 3.9

Certifications

- TestOut PC Pro
- Google IT Support
- IBM Network Security & Database Vulnerabilities
- Information Technology-Computer Tech Integration
- JAVA Programming
- C++ Programming

Links / Portfolio

- <https://www.linkedin.com/in/joshnich>
- <https://jcnichols22.github.io/developer-portfolio/>