

# JOSHUA NICHOLS

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I am an organized and dependable candidate who can successfully manage and prioritize multiple tasks with a positive attitude. I am always willing to take on additional responsibilities to meet team goals, while maintaining a positive attitude. I strive to gain experience and expand my knowledge of technology and business

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## EDUCATION

**Associate in computer science | Guilford Technical Community College**  
May 2023

- Dean's List
  - Relevant Coursework: Python, Java, JavaScript, C++, PHP, HTML, CSS, Visual Basic, & Swift
  - GPA: 3.9
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## EXPERIENCE

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

- Respond to customer inquiries providing technical assistance over the phone.
- Assess and evaluate user problems, using test scripts, personal expertise, and probing questions.
- Research, identify and implement solutions to technical problems.
- Document and report all problems to assist in tracking trends

**Emergency Medical Technician | Forsyth County EMS | Winston-Salem, NC**  
December 2019 – July 2021

- Maintained a calm demeanor in high-pressure critical situations, effectively prioritized tasks to provide medical care and save lives.
- Conducted equipment and vehicle checks to maintain continuous safe operation.
- Administered emergency medication to patients assessing and quickly responding to changes in patient condition and medication reactions.
- Collaborated with medical professionals to communicate patient findings and/or needs with accuracy

**Assistant Manager | Hobby Lobby | Mooresville, NC**  
August 2010 – December 2019

- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
  - Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies.
  - Monitored security and handled incidents calmly.
  - Helped with planning schedules and delegating assignments to meet coverage and service demands.
  - Offered hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences.
  - Conducted weekly staff meetings to motivate staff members, address concerns and questions, plan improvements, and evaluate progress toward goals.
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## SKILLS

- Technical Support
- Critical Thinking
- HTML
- Python
- Java
- JavaScript
- Detail-Oriented
- Office 365
- Contact Center
- CSS
- C++
- PHP
- Problem Solving
- Prioritization