

# Joseph Croft

IT Support Specialist | Transitioning to Cloud & Machine Learning

## Contact

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## Education

**DeVry University**  
**GPA: 3.5**  
**Chicago, IL**  
B.S. Computer Information  
Systems (2023)

## Additional Skills

**Operating Systems**  
Windows XP, 7, 8, 10, 11  
Some Linux (Ubuntu)

**Platforms**  
Visual Studio / IntelliJ IDEA /  
VS Code  
Some AWS / Azure

**Languages**  
VB.Net / HTML / CSS / JS /  
MySQL / Next.JS  
Some Java / React / Python

**Remote Communications**  
Support via Phone & Email /  
Sales

## Career Objective

**Hi, I'm Joseph Croft**—9 years of IT Support experience with The Floral POS, all remote, keeping systems running smooth. I've got a Bachelor's in Computer Information Systems (Software Development focus) and hands-on junior software and web dev skills. Now, I'm chasing an AWS career, with my Cloud Practitioner cert down and more in progress. I'm ready to bring my IT experience and coding know-how to a cloud role that drives AWS innovation.

## Experience

### Lead IT Support Specialist / Sales Manager

*The Floral POS, Akron, NY / Feb 2016 – Present*

- Provide **remote technical support**, troubleshooting software, hardware, and network issues.
- Assist with **hardware setup** and **network configurations** for clients.
- **Software testing** to improve user experience and system reliability.
- Work with **MySQL databases** and **VB.Net** for troubleshooting and support.
- Create and maintain **training materials** for employees and customers.
- Manage **billing, invoicing, and collections** for customer accounts.
- Oversee **company documentation** using Dropbox for organized record-keeping.
- Track and maintain **sales records**
- Handle **sales onboarding**, guiding new clients through software setup.
- Lead **business meetings**, presenting to potential partners.
- Oversee **website onboarding**, integrating e-commerce platforms with The Floral POS.
- **Train and mentor new employees**, fostering a collaborative support/sales team.
- **Self-motivated remote worker**, balancing independent tasks and team collaboration.