

# Joshua Loysch

## SOFTWARE DEVELOPER, IT TECHNICIAN, ENGINEER & PRODUCER

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### SUMMARY

Software Developer with IT background of over 10+ years. Equipped with strong knowledge of programming, enterprise applications, project management, and support. Seeking to leverage my expanding knowledge toward continued career growth.

### EXPERTISE INCLUDES

IT Support (NET./HARD./SOFT.) | Full Stack Development | UI/UX | Audio Engineering | Communications

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### EXPERIENCE

#### **Computer Support Technician**— Batavia, New York

Genesee County Government, (July 2023– September, 2023)

Operated as a frontline technician in a government IT office. Answered problem calls and documented them appropriately in the ticketing system.

- Familiar with enterprise tools, ERPs, various Admin Portals, Inventory Auditing, Asset Tracking, Project Management, etc.
- Individually executed solutions to tickets I took on to serve clients within the county.

#### **Computer Science Instructor**— Rochester, New York

Grade Potential, (May 2023 - Present)

I devise individualized programs to help struggling students meet their goals while simultaneously building their confidence toward future problems.

- Critical thinking, leadership and conflict resolution skills were strongly needed for this role.
- My adaptability and teaching skills also increased, aiding my ability to understand, learn, and better communicate complex concepts interpersonally.

#### **Delivery Partner**— Rochester, New York

UberEats, GrubHub, DoorDash (2022 – July 2023)

Delivering smiles to my community, I consistently deliver a large volume of deliveries while maintaining clear and professional communication with the customer along the way.

#### **Dietary Aide**— Forest City, Pennsylvania

The Forest City Nursing and Rehabilitation Center , (2017 - 2020)

Delivered top care to patients from kitchen to bedside in a clean, professional medical setting. Well-versed in nutrition and diet restrictions.

- HIPAA and ServSafe certified, formally trained to work in the kitchen and deliver care for patients.
- Strong, precise attention to detail and organization required at all times-a diet mistake could have disastrous consequences. This, all in all, helped hone my professional candor, patience, and communication skills.

### EDUCATION

#### **The University of Rochester** – Bachelors of Computer Science (Tentative 2024)

- Received The Xerox Award for Innovation in Technology, along with scholarship (2016)
- Member of Computer Science Undergraduate Council