JOSEPH CARLSON

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SUMMARY

Seeking an opportunity for continued advancement through personal growth. IT professional with a strong foundation in network administration, systems support, and Microsoft technologies. Over two years of hands-on experience deploying and troubleshooting hardware, managing IT assets, and supporting users across Windows, Mac, and Linux environments. Independently able to accomplish goals given a broad direction and a set of tools. Knowledge of core networking concepts through certifications, projects, and work experience. Attention to detail in both developing and following SOPs. Experience communicating with both technical and non-technical customers, as well as with third parties for hardware repair and network troubleshooting.

WORK EXPERIENCE

Service Desk Technician | Milwaukee Tool | Brookfield, WI | 11/24-Present | Full-Time Contract Onsite
- Deploy new hardware, troubleshoot devices on the IT Service Desk, swap devices when necessary, and process asset returns at the end-of-life. Work within Active Directory, Microsoft Configuration Manager (SCCM), Microsoft Intune & Entra.
- Troubleshoot, diagnose, and resolve various hardware, operating system, application, IAM, and security-related incidents in-person and on the phone at the IT Service Desk.
- Manage the incoming ticket queue for the PC Lab in ServiceNow, load balancing between team members, and routing tickets to other assignment groups when necessary.
- Organize the PC Lab and IT Asset Storage rooms for improved accessibility and inventory management.
- Identify and implement new processes to streamline workflows and enhance operational efficiency.

PC Technician | Kohl's | Menomonee Falls, WI | 08/2024-11/2024 | Full-Time Contract Onsite
- Provide level 3 tech support to internal customers.
- Clean and image PCs and Macs to ensure there is always available stock for stores and associates.
- Perform device replacements when deemed necessary based on the age, condition, and software on the device.
- Prepare and ship out equipment to remote employees and other Kohl's offices.
- Troubleshoot software incompatibilities, glitches, installation failures, and performance issues.
- Provide solutions for various issues by recommending user access requests to necessary company resources in ServiceNow, Active Directory, and Microsoft Configuration Manager (SCCM).

Information Technology Specialist | Technician X | Skillman, NJ | 06/2023-7/2024 | Full-Time Onsite
- Perform hardware and software troubleshooting for PC and Mac.
  - Installing, Reimaging, Cloning, Deploying, and Transferring Data on Windows and Mac OSX Machines.
  - Microsoft Office 365 / O365 (Outlook, Word, Excel, Powerpoint, OneDrive/Sharepoint, Teams).
  - Other email clients, web browsers, and communication software on desktop and mobile, including but not limited to iOS/Mac Mail, Mozilla Thunderbird, Microsoft Edge, Mozilla Firefox, Google Chrome, Safari, and Zoom.
- Repair and replace faulty components of laptop and desktop computers.
- Troubleshoot connectivity issues with printers, laptops, desktops, and IoT devices in residential and business settings.
- Setup and configuration of multi-function printers using USB, wired LAN, and Wi-Fi.
- Replace outdated and faulty networking equipment, including routers, switches, and wireless access points.
- Work with clients during remote support sessions, on-premise visits, and in-office appointments.
- Establish documentation for standard operating procedures, including business practices, troubleshooting methodologies, repair processes, and hardware & software tools.

Barista | Starbucks | Montgomery, NJ | 08/2022-7/2023 | Part-Time
Customer Service Associate | Wawa, Inc. | Rocky Hill, NJ | 8/2020-9/2020 | Part-Time
Technology Intern | South Brunswick School District | South Brunswick, NJ | 6/2019-7/2019 | Part-Time

Portfolio Website: https://joseph-carlson.github.io/

- Case studies on cybersecurity incidents with various degrees of root-cause analysis and lessons learned for the industry.
- Personal projects, including my home lab environment:
    - OPNsense router and firewall configuration.
    - WireGuard VPN for remote network access.
    - AdGuard Home deployment utilizing Unbound DNS upstream.
    - Currently in the process of configuring and deploying an open-source SIEM (Security Information and Event Management), integrating Wazuh with an ELK Stack.
        - Network traffic analysis during simulated attacks on the network.

CREDENTIALS & EDUCATION

- ISC2 Certified in Cybersecurity, LPI Linux Essentials, AWS Certified Cloud Practitioner
    - Fundamentals of Cybersecurity with an Emphasis on Governance, Risk, and Compliance.
    - Experience working with Linux and Unix-based operating systems via the GUI and terminal.
    - Fundamentals of cloud computing and infrastructure deployment in the AWS environment.
- CompTIA A+, Network+, Security+, Project+
    - Security Controls, Threat Actors, Attack Vectors and Surfaces, Mitigation and Management Techniques, Secure Network Architectures, Identity and Access Management, OSI and TCP/IP Models, Network Topologies, IP Addressing, Ports and Protocols, Network Implementation, Network Operations, Risk Management, Command Line Tools, Event Viewer, File Systems, Security Settings, Operational Procedures, and Change Management.
- B.S. Information Technology | Western Governors University | 2025
- A.S. Business Information Systems | Middlesex County College, Edison, NJ | 2023 | GPA: 3.98
- 30 cr. Computer Science | University of Maryland-Baltimore County | President's List
- Relevant College Coursework: Principles of Management, System Analysis Methods, Database Systems, Web Technologies

SKILLS & ACCOMPLISHMENTS

- Customer Service, Communication, Organization, Collaboration, Leadership, Multi-tasking, Prioritization, Time Management, Critical Thinking, and Attention to Detail.
- Working Knowledge of Software Development: SQL, C++, Java, Python, HTML, CSS, JavaScript.
- Eagle Scout: Organized fundraising and led volunteer efforts resulting in the renovation of the interior of American Legion Post 401's main hall following six years of active involvement in the scouting program.
- National Youth Leadership Training Staff: Facilitated a week-long leadership training experience through the preparation and execution of activities and presentations, resulting in the development of leadership, communication, and teamwork skills of the participants while complying with pertinent COVID-19 regulations, resulting in zero incidents.