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**Resume Summary**

Associates Degree in Business Management from Gwinnett Technical College. I am an accomplished IT help desk specialist with 3+ years of experience keeping systems running and resolving trouble tickets in a Windows 10 environment. Years of computer programming with experience in Visual Studios, Github & Web Development.

**Education**

**Gwinnett Technical College Coder Foundry Bootcamp**

AAS in Business Management Full-Stack Web Development

June 2011 March 2022

**Core Skills**

• JavaScript • C# • HTML • Bootstrap • PostgreSQL

• CSS • CI/CD GitHub • Windows 10 • .NET • CI/CD Github

• Office 365 • Troubleshooting • Switches/Routers • Interpersonal/Teamwork

**Work Experience**

**Lead Development Rep.**

Telenet Marketing Solutions

Mar 2022 - Present

* Connect with decision makers to generate leads for RED HAT Enterprise Linux.
* Generate leads that produce business
* Effective communication to gather information

**IT Help Desk Analyst**

BeMatrix, Norcross, Ga

Feb 2020 – Jan 2022

* Installed new PC workstations and laptops with Windows 10 and MS Office 365
* Resolved trouble tickets every day through efficient prioritizing of problems
* Maintained 99% satisfaction rating in monthly end-user scoring
* Performed successful hardware and software repairs
* Reduced downtime for machines by 22% by scheduling and performing regular maintenance of hardware and software

**Certifications**

• CompTIA A+ • Google UX Design • Google IT Support