

Joseph Biscardi

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3505 Holman Way Unit B
Greenville, NC 27834

EDUCATION: **Bachelor of Science, Information Computer Technology** May 2019
Concentration in Security
East Carolina University, Greenville, NC

EXPERIENCE: **LS Tractor USA, Battleboro, NC**
System Administrator

- Install and configure software and hardware
- Manage network servers and technology tools
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Ensure security through access controls, backups, and firewalls
- Manage company's data and business intelligence

ITCS Student Services, East Carolina University, Greenville NC January '18 – May '19
Student Technician

- Image desktops and laptops to current versions of operating systems
- Provide technical support to computer labs across both campuses
- Complete inventory checks of labs
- Use a ticket-based system to complete tasks
- Assist with replacement and repairs of devices

Ann's House of Nuts, Robersonville, NC June '15 – August '18
Help Desk Support Specialist

- Troubleshoot numerous electronic equipment throughout the facility such as laptops, computers, scanners, label printers, etc.
- Assist all personnel with any computer related issues received through the ticket-based system.
- Create and delete user accounts.
- Monitor ports in the server room

Community

Involvement: **D.H. Conley Club Lacrosse** February '17- May '18
Head Coach

- Coached 22 high school boys
- Set up practices and ran drills

SKILLS

Computer: Microsoft Office, Computer hardware, Python, Java, PowerShell, KACE, Linux
Soft Skills: Strong work ethic, great communication skills and quick learner
