Joseph Biscardi

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925 Van Gert Drive
Winterville, NC 28590

EDUCATION:

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

Palo Alto Networks   Nov 2018
ACE Certified

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

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