

## 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:**                    **ITCS Student Services**, East Carolina University, Greenville NC    January '18 - Present  
*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

**Learning Resource Center**, College of Nursing, Greenville, NC    Aug '16 – January '18  
*Computer Lab Assistant*

- Gather print jobs for students
- Provide support to 30 desktop computers
- Keep the lab in pristine condition
- Assist with transcription of videos

**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
- Continuous learning from the IT Department

### 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