

Joseph Biscardi

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925 Van Gert Drive
Winterville, NC 28590

OBJECTIVE: To obtain an entry level position that builds upon my skills and utilizes my collegiate and community experiences and activities.

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

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
- Competed against local high schools

SKILLS

Computer: Microsoft Office, Computer hardware, Python, Java, PowerShell, KACE, Linux, Palo Alto
Soft Skills: Strong work ethic, Great communication skills and Quick learner