

## Joshua Hawkins

### IT Professional, Web Developer

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GitHub: [Josh-IT](#) | Portfolio: [2024-Portfolio](#) | LinkedIn: [Profile](#)

## PROFESSIONAL SUMMARY

Enthusiastic IT Helpdesk Specialist with a keen interest in technology and a solid foundation in providing technical support across multiple platforms including Windows, iOS, and Android. Recognized for quickly resolving issues and maintaining high customer satisfaction. Proficient in managing user accounts and system security within M365 Admin and Azure environments. With a strong coding background in HTML, CSS, JavaScript, and Node.js, I have developed and deployed web applications. Committed to continuous professional development and mastering new technologies. Eager to contribute to team success through proactive learning, innovation, and collaboration.

## EXPERIENCE

### Pinnacle Partners

*IT Helpdesk Specialist*

*September 2023 - Present*

- Serve as the initial point of contact for all Tier 1 technical issues, managing user support and system troubleshooting across Windows, iOS, and Android platforms.
- Efficiently log, track, and escalate support tickets while maintaining compliance with IT inventory and hardware deployment.
- Oversee user account setup, modifications, and termination in M365 Admin, ensuring adherence to IT security policies.
- Create, update, and manage essential documentation and a knowledgebase to streamline troubleshooting and maintenance procedures.
- Act as on-call IT support in the IT Manager's absence and actively participate in weekly team meetings.

### Keurig Dr. Pepper

*Forklift Operator*

*October 2010 - September 2023*

- Safely operated forklifts to move pallets of soda products and raw materials within the warehouse and to loading docks.
- Efficiently loaded and unloaded delivery trucks, verified shipment accuracy, and maintained organized stock areas.
- Performed routine inventory counts and updated inventory records to ensure accuracy and timely availability of products.
- Adhered to company safety policies and OSHA regulations, performed daily equipment checks, and reported maintenance issues.
- Coordinated operations and managed workflow with warehouse staff and supervisors.

## PROJECTS

**Project:** Port Address Translation

**Source:** [Port Address Translation](#)

**Platforms and Technology Used:** Packet Tracer

**Project:** Router on a Stick Configuration

**Source:** [Router on a Stick Configuration](#)

**Platforms and Technology Used:** Packet Tracer

**Project:** ARP Spoofing Demonstration

**Source:** [ARP Spoofing](#)

**Platforms and Technology Used:** Virtual Box, Windows 11 VM, Wireshark

**Project:** Pinnacle Partners Find Jobs page.

**Live:** [Find Jobs](#)

**Github:** [Code](#)

**Technologies Used:** HTML, CSS, JavaScript, jQuery, Bootstrap, FontAwesome.

**Project:** Pinnacle Partners Register Form

Github: Front End([Code](#))

Technologies Used: HTML, CSS, JavaScript, jQuery, Bootstrap, FontAwesome.

Github: Back End([Code](#))

Technologies Used: HTML, CSS, JavaScript, jQuery, Bootstrap, FontAwesome, Node.js, Express, Axios.

**More projects here:** [Projects](#)

## CERTIFICATIONS

A+ Certification([Certificate](#))

Network +(In progress, expected July, 2024)

Security + (In progress)

AZ-104 (In progress)

## SKILLS AND TECHNOLOGIES

Microsoft Office 365 Administration, Help Desk, Ticketing System(Atera), Azure Administration, Splashtop Remote Access, Microsoft Exchange Admin Center, Synology NAS Administration, SonicWall Firewall, Virtual Machines, Virtual Networks, Cloud Computing,, File Permissions, Avaya VoIP Administration Windows 10/11, Printers, iPhone and iPad Troubleshooting, HTML, CSS, JavaScript, jQuery, React.

## EDUCATION

General Studies

Web Development

Indiana University Purdue University Indianapolis

Eleven Fifty Academy([Certificate](#))