

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 strong foundation in technical support across Windows, iOS, and Android. Known for swiftly resolving issues and maintaining high customer satisfaction. Skilled in managing user accounts and system security within M365 Admin and Azure environments. CompTIA A+ and Network+ certified, with solid knowledge of hardware, networking, and troubleshooting. A graduate of Eleven Fifty Academy's full stack web development bootcamp. Committed to continuous learning and eager to contribute to team success through problem solving 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.

CERTIFICATIONS

A+ ([Certification](#))

Network + ([Certification](#))

Security + (In progress)

AZ-104 (In progress)

PROJECTS

[Github](#)

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](#))