

Joshua Hawkins

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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. Committed to continuous professional development and mastering new technologies. Eager to contribute to team success through proactive learning, innovation, and collaboration.

EXPERIENCE

Company: Pinnacle Partners

September 2023 - Present

Title: IT Helpdesk Specialist

- **Primary Technical Support:** Serve as the initial point of contact for all Tier 1 technical issues, managing both user support and system troubleshooting across Windows, iOS, and Android platforms.
- **Issue and Inventory Management:** Efficiently log, track, and escalate support tickets while maintaining compliance with IT inventory and hardware deployment alongside the IT Manager.
- **User Account and Security Management:** Oversee user account setup, modifications, and termination in M365 Admin and related systems, ensuring adherence to IT security policies.
- **Documentation and Process Improvement:** Create, update, and manage essential documentation and a knowledgebase to streamline troubleshooting and maintenance procedures.
- **Leadership and Team Collaboration:** Act as on-call IT support in the IT Manager's absence and actively participate in weekly team meetings to discuss progress and strategic goals.

Company: Keurig Dr. Pepper

Oct 2010 - September 2023

Title: Forklift Operator

- **Materials Handling:** Safely operate forklifts to move pallets of soda products and raw materials within the warehouse and to loading docks, ensuring efficient storage and distribution.
- **Loading and Unloading:** Efficiently load and unload delivery trucks, verify shipment accuracy, and maintain organized stock areas to facilitate easy access and inventory control.
- **Inventory Management:** Perform routine inventory counts and update inventory records to ensure accuracy and timely availability of products for shipment.
- **Safety Compliance:** Adhere to company safety policies and OSHA regulations, perform daily equipment checks, and report any maintenance issues to prevent accidents and ensure operational safety.
- **Collaboration and Communication:** Work closely with warehouse staff and supervisors to coordinate operations and manage workflow, ensuring timely fulfillment of production and distribution schedules.

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

More projects here: [Projects](#)

CERTIFICATIONS

A+ Certification([Certificate](#))

Network +(In progress, expected May, 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](#))