



# Joshua Hawkins

IT Support | Office 365 Admin

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## PROFESSIONAL SUMMARY

IT Support Specialist with over two years of Tier 1/2 help desk experience, specializing in Microsoft 365, Intune, Entra ID, Exchange, and endpoint security. Skilled in PowerShell scripting, hardware repair, device provisioning, and user administration. Known for delivering exceptional customer support and documentation. Currently pursuing CompTIA Security+ and Microsoft AZ-104 certifications to transition into a Cloud Support or System Administrator role.

## SKILLS

Microsoft Intune

Autopilot

Microsoft 365 Admin Center

Entra ID (Azure AD)

Exchange Online

Windows Defender

VoIP system management

PowerShell (user/device automation)

Atera, ConnectWise

HTML, CSS, JavaScript, ReactJs

## EXPERIENCE

### IT HELP DESK TECHNICIAN (TIER 1/2), Indianapolis, IN

Pinnacle Partners, September 2023–Present

- Oversaw management of 40+ Windows endpoints in Intune; enforced compliance policies while deploying software.
- Device provisioning and reimaging with Autopilot and PowerShell.
- Managed Microsoft 365 and Entra ID accounts, encompassing licenses, MFA, and access controls.
- Supported services including Exchange Online, SharePoint, Teams, and internal CMS/CRM tools.
- Executed diagnostics and repairs on laptops; performed SSD/RAM swaps and BIOS configurations.
- Created comprehensive IT documentation along with user-facing 'how-to' guides.
- Maintained up-to-date IT asset inventory for efficient resource management.

- Consistently deliver high customer satisfaction through timely support using Atera and ConnectWise ticketing systems.

## **FORKLIFT OPERATOR / WAREHOUSE ASSOCIATE**

Keurig Dr. Pepper, October 2010–August 2023

- Operated forklifts to load, move, and stack inventory with consistent safety compliance.
- Maintained inventory accuracy using tracking systems and daily logs.
- Managed shipping and receiving workflows to support supply chain continuity.
- Collaborated with team members to meet warehouse productivity goals and cleanliness standards.

## **EDUCATION**

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### **Indianapolis**

Indiana University Purdue University Indianapolis

### **CERTIFICATE OF COMPLETION IN FULL STACK WEB DEVELOPMENT, Indianapolis**

Eleven Fifty Academy

## **CERTIFICATIONS**

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- CompTIA A+ (Completed)
- CompTIA Network+ (Completed)
- CompTIA Security+, Expected 2025
- Microsoft Certified: Azure Administrator – AZ-104, Expected 2025

## **ADDITIONAL INFORMATION**

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Github: <https://github.com/josh-it>

<https://www.linkedin.com/in/josh-hawkins23/>