

JOSHUA HAWKINS

IT SUPPORT | OFFICE 365 ADMIN

(317) 797-2694 ▪ jheat23@gmail.com

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
- Microsoft 365 Admin Center
- Exchange Online
- VoIP system management
- Atera, ConnectWise
- Git
- Autopilot
- Entra ID (Azure AD)
- Windows Defender
- PowerShell (user/device automation)
- HTML, CSS, JavaScript, ReactJs

EXPERIENCE

■ IT HELP DESK TECHNICIAN (TIER 1/2) Pinnacle Partners

Indianapolis, IN

September 2023 - Present

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

efficient resource management.

through timely support using Atera and ConnectWise ticketing systems.

■ **AUDITOR | FORKLIFT OPERATOR** Keurig Dr. Pepper

October 2010 - August 2023

- Documented all audit findings and prepared detailed reports for management review.
- Inspected forklift equipment daily to ensure proper functioning.
- Maintained accurate records of audit work papers for future reference.
- Placed and arranged items and packages on pallets for transport.

EDUCATION

■ Indiana University Purdue University Indianapolis, Indianapolis

■ **CERTIFICATE OF COMPLETION IN FULL STACK WEB DEVELOPMENT**

Eleven Fifty Academy, Indianapolis

CERTIFICATIONS

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

ADDITIONAL INFORMATION

Portfolio site: <https://josh-it.github.io/resume-site/>

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

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