

JOSHUA THURSTON

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PROFESSIONAL SUMMARY

Experienced IT administrator with a strong background in network and systems monitoring, incident response, and technical operations. Proficient in utilizing various monitoring tools and frameworks to ensure maximum service availability and efficiency. Adept at interpreting metrics, managing incidents, and improving operational workflows.

SKILLS

Incident Management | Linux/Unix Troubleshooting | Log Analysis | ITILv4 Frameworks | Remote Team Collaboration | Cloud Migration Strategy | DevOps Practices | ServiceNow | Remedy | Jira | Splunk | SolarWinds | Dynatrace | Datadog

WORK EXPERIENCE

ENTERPRISE INCIDENT MANAGER | Bank of America | 2022 – 2023

ENTERPRISE NETWORK MONITORING ANALYST | Qbase/Tyto Athene | 2020 – 2022

NETWORK OPERATION CENTER TECHNICIAN | Modis | 2022 – 2023

TECHNICAL OPERATIONS CENTER ADMINISTRATOR | Hays | 2022 – 2023

TECHNICAL OPERATIONS CENTER ADMINISTRATOR | GreenSky | 2022 – Present

Technical Operations Center Administrator | Hays/Greensky | *Supporting Goldman Sachs*

- Supported Goldman Sachs, providing critical support for software case management and streamlining incident response processes using ITIL4 standards.
- Developed SOPs to facilitate troubleshooting and streamline operations across platforms.
- Conducted training programs on ITIL concepts and practices, enhancing team capabilities.

Enterprise Incident Manager | MATRIX | *Supporting Bank of America*

- Led ITIL-compliant incident management strategies, reducing system downtime and enhancing response times.
- Conducted detailed log analysis to troubleshoot and resolve complex issues, ensuring robust system reliability.
- Managed and adapted cloud migration strategies, enhancing operational efficiency.

Network Operation Center Technician | Modis | *Supporting iHeartRadio*

- Achieved a 98% resolution rate for infrastructure issues through effective troubleshooting and real-time problem-solving.
- Enhanced incident ticket resolution through strategic use of ServiceNow and Remedy, improving operational workflows.
- Reduced incident ticket resolution time by 30% through enhanced collaboration and ServiceNow solutions for network-related threats.

Enterprise Network Monitoring Analyst | Obase/Tyto Athene LLC | *Supporting Defense Health Agency*

- Monitored and troubleshooted Linux/Unix systems daily, enhancing system performance and user satisfaction.
- Utilized ServiceNow and custom ticketing systems to effectively track and resolve over 700 incident tickets, reducing resolution time by 25%.
- Provided daily end-of-shift reports, improving operational efficiency.

ADDITIONAL WORK EXPERIENCE

Operating Room Specialist | United States Army | 2013 - 2018

- Ensured 100% compliance with federal healthcare regulations through meticulous system management.
- Managed operating systems within a highly regulated military healthcare environment, maintaining compliance with federal standards.
- Implemented technology solutions that enhanced data security and reduced patient record retrieval times by 20%.

EDUCATION & CERTIFICATIONS

Bachelor of Science (B.S) Network Operations and Security, Western Governors University, **Expected 2025**

ITILv4 Foundations | Credential 9980055128313287 | AXELOS

AWS Cloud Practitioner | Credential RV95XT010FVQQVSQ | Amazon Web Services

CompTIA Security+ | Credential 6CQYGC83VLBQ1QKF | CompTIA

CompTIA Network+ | Credential FCB3WBOH0DQEQK5J | CompTIA

CompTIA A+ | Credential PPQBK8FHQHVQ1SKZ | CompTIA

Microsoft Azure AI Fundamentals | Credential I216-5866 | Microsoft

Microsoft Azure Fundamentals | Credential I212-6253 | Microsoft

Microsoft Security, Compliance, and Identity Fundamentals | Credential I245-3725 | Microsoft

Linux Essentials | Credential LPI000498992 | Linux Professional Institute
