JC Joshua Craig

(304) 312-8280 | **E:** joshuajcraig98@gmail.com

Wheeling, WV 26003

PROFESSIONAL SUMMARY

Passionate and driven worker with multiple CompTIA certifications and over five years of education and training in IT. Three years of experience as an IT intern at Orrick with volunteer time fixing computers at Pittsburgh Technical College.

SKILLS

- Troubleshooting
- Microsoft Office
- Project Management
- Technical Writing
- Linux
- VSphere
- Windows 10
- Windows Server 2012 R2 & 2016

WORK HISTORY

IT INTERN   10/2017 to PRESENT
Orrick Herrington & Sutcliffe LLP | Wheeling, WV

- Maintain project management software
- Design and develop technical documentation
- Manage multiple IT related projects
  - Worked closely with security team to obtain ISO/IEC 27001:2013 certification three years in a row
- Assist service desk team
  - Image computers
  - Setup phones (mobile and desk)
  - Troubleshoot and correct software and hardware issues for users

PAPER CARRIER   05/2014 to 01/2016
Moundsville Daily Echo | Moundsville, United States

- Delivered newspapers every weekday to 120 customers
- Established long-term customer relationships through prompt and courteous service

EDUCATION

Bachelor of Science | Information Technology   *EXPECTED IN 04/2022*
Western Governors University, Salt Lake City, UT

- Coursework in Project Management, Cloud Foundations, Network and Security, and Organizational Behavior and Leadership

Associate of Science | Information Technology   *04/2018*
Pittsburgh Technical College, Oakdale, PA

- Co-founder of IT Research Club
- Coursework in Web Development, Desktop Operating systems, Client Applications, and Technical Support and Customer Service
- Volunteered to fix computer for students and faculty

CERTIFICATIONS

CompTIA A+, Network+, and Security+