Joshua Kelly

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Summary

Leveraging two decades of IT expertise to excel in software development, with a strong focus on building efficient, scalable applications. Proven ability to troubleshoot complex technical issues, optimize system performance, and enhance security. Passionate about developing innovative solutions that drive seamless user experiences and maximize technological efficiency

Skills

Technical Skills

- CompTIA A+ and Network+ Certified
- Problem Solving
- Inductive Thinking
- Efficient Multitasking

Soft Skills

- Teamwork
- Adaptive Learner
- Ambitious
- Open to Feedback

Experience

IT HELP DESK & ADMINISTRATION VOLUNTEER | 03/2024 - Current

Winlaton Centre - Winlaton, Gateshead

- Handled system configurations and updates to keep everything running smoothly and securely.
- Fixed hardware and software issues quickly, helping users get back to work faster and boosting productivity.
- Started and ran a weekly IT drop-in group for Winlaton residents, making tech support accessible and helping people feel more confident online.
- Guided staff and volunteers with practical tech advice and support, helping the team work more efficiently and comfortably with digital tools.

VARIOUS ROLES, PART-TIME | 01/2022 - Current

Chocolateque - Prudhoe, Northumberland

- Built and maintained user-friendly websites, making it easy for customers to navigate and find what they needed.
- Handled website hosting to keep everything running smoothly and securely.
- Processed orders and arranged shipping, making sure deliveries were on time and customers were happy.
- Managed admin and bookkeeping tasks, keeping records organized and finances on track.

Education and Training

IT Software Development Boot camp

Computing, 17/01/2024

Newcastle College - Level 3 Access to Higher Education

Computing, 07/2017

GPA: Distinctions x4, Merit x2

Prudhoe Community High School - GCSEs

Mathematics, Information Technology, Triple Science, English Language
GPA: Distinctions x4, Merit x2

Certifications

- Learning Curve Group, Level 3 Coding, PENDING
- CompTIA IT Operations Specalist, 15/03/2025
- CompTIA Network+, 15/03/2025
- Microsoft 365 Fundamentals, 30/06/2024
- CompTIA A+, 23/05/2024
- CT Skills/NCFE Level 2 Principles in Cyber Security, 14/03/24

Languages Technologies Tools

Languages

- HTML
- CSS
- JavaScript
- SQL
- PHP
- ReactJS
- NodeJS

Technologies

- AJAX
- HTTP / TCP
- IP
- Servers
  - Mail
  - DNS
  - Web

Tools

- VSCode
- Active Directory
- Linux
- Jenkins
- Syslog
- Zabbix
- IPTables

Hobbies

- Building servicing and repairing desktops, laptops and mobile phones
- Diagnosing and repairing hardware and software faults.
- Diagnosing and repairing software and operating systems and network issues.
- Diagnosing system and network vulnerabilities and implementing solutions to resolve them.
- Performing routine maintenance through reports and logs.

Websites, Portfolios, Profiles

- https://github.com/joshmoran
- https://joshkelly.cc

References

- Please contact me.