

Pursuing an entry level Junior Software Development position at an organization which promotes critical thinking, innovation, and a clear path for growth in an ever changing environment

SKILLS

Python, Bash, Linux, Java, HTML5, CSS, SQL, C, TDD, Javascript, Django, Android, Project Management, Docker, NGINX, Networking, AWS, Azure, Web Development, Git, ServiceNow

CERTIFICATIONS

- MTA: Introduction to Programming Using Python
- MTA: Introduction to Programming Using Java
- MTA: HTML5 Application Development Fundamentals
- MTA: Database Fundamentals
- CompTIA A+ Certification

EDUCATION

DCI Resources LLC - ITXpress Tech Hire Grant *Software Developer Track* January 2018 - Present
Todays Tec *Wallingford, Connecticut, Master Administrator Track, GPA 3.6* September 2009 - September 2010
West Haven High School *West Haven, Connecticut, GPA 3.2* Class of 2008

EXPERIENCE

IT Service Desk Analyst L1 *Richemont North America, Shelton CT (Contractor Career Factor llc)* August 2015 - February 2016

- Providing 1st line technical support to office and retail end users, about 1600 total users
- Answer support queries via phone, self-service ticket and email (approximately 30-40 calls, 20 emails, and 15 self-service tickets daily)
- Logging all calls and emails in the ticket system with proper documentation (ServiceNow)
- Configuration and Support of iDevices (Airwatch and Exchange)
- Following through till issue is resolved with both end user and any LVL2.
- Working with AD, DHCP, DNS on Server 2008r2, Windows 7, Office 2010, 2013, Citrix, DameWare, SAP, HP printers, Cannon Copiers.

Corporate Support Services *FactSet Research Systems, Norwalk CT* June 2012 - May 2015

- Providing laptop, mobile device, cisco IP phone, network, software, VPN, conferencing and hardware support to the 900+ employees at our corporate headquarters as well as remote offices across the US.
- Support in office, on the phone, via email / IM, and remotely.
- Managing a large ticket queue (40+) with documentation in a ticketing system as well as side projects and a LVL2
- Working with AD on server 2008r2 , Windows 7, XP, and HP printers
- Deploying and providing Support for Blackberries, iPhones, and Android devices via BES and Mobile Iron.
- LVL2 task of Mobile Support of our 1200+ lines. Training employees and keeping them current on our mobile devices, MDM systems, an internal database of all Mobile Devices, as well as working with carries. Ensuring all employees are following procedures as well as leading, organizing and managing projects across all of the US.
- Giving all new hires PC101, setting up accounts, VPN, Bitlocker and resolving issue with laptops
- Upgrading laptops, transferring the necessary files as well as installing needed software

Technician *Unisys, Fairfield County* September 2011 - June 2012

- Dell and Lenovo warranty repairs on both desktops and laptops in corporate environments
- Windows 7, XP and Vista trouble shooting on site or remotely
- Break Fix
- Working closely with Dell dispatch to ensure the best customer satisfaction as well as setting up new dispatches if the repair was not completed to customer satisfaction

PROJECTS

<https://www.joshtdun.com> December 2018 - In Progress
github.com/joshtdun/joshtdun.com
Django based Blog / Web App