

# JOSHUA BROWNER



Clevi0657+resume@gmail.com



929.263.4361



Greensboro, United States  
27406

## PROFESSIONAL SUMMARY

I am a diligent IT specialist with a robust background in IT support and systems management. Proven track record of implementing efficient solutions to enhance system performance and user experience. Demonstrated expertise in network security and problem-solving in dynamic environments.

## SKILLS

- Data management
- Web Development
- PowerShell Scripting and Automation
- Python
- Networking Security
- Linux foundation
- ITIL framework

## EDUCATION

**Western Governors University**  
Salt Lake City, UT • 01/2026

**Bachelor:** Cloud Computing  
Microsoft Azure track

**Berkeley College**  
New York, NY • 08/2020

**Associate:** Applied Science  
Information Technology Management

## CERTIFICATIONS

CompTIA A+, Network+, Linux +,  
Security +, and Cloud +  
SQL  
Azure foundation.

## WORK HISTORY

### Atrium Healthcare - Help Desk Technician

*High Point, NC • 03/2025 - Current*

- Provided on-call support for critical issues related to Microsoft Office.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Implemented IT support processes that improved response times and reduced ticket backlog.
- Developed knowledge base articles, streamlining information access for both staff and users.

### La Familia Projects - CUSTOMER SERVICE, IT SPECIALIST

*Remote • 01/2022 - 01/2026*

- Provide tech support on an as-needed basis.
- Website management
- Installed new equipment and explained operation and routine maintenance protocols to customers.
- Completed partial or full dismantling of equipment to repair or replace defective components and restore functionality quickly.
- Implemented IT policies to enhance system security and data integrity.

### Innovative Technology Systems - HELP DESK TECHNICIAN 1

*Greensboro, United States • 06/2022 - 12/2024*

- Collaborated with users to decide areas of technology needing improved usability.
- Provided second-level support for server-class systems.
- Oversaw IT activities to support operations by maintaining laptops, tablets, and PDAs for diverse users.
- Conducted testing and troubleshooting for various software remotely and onsite for numerous servers set to support operational readiness.
- Achieved a 95% customer satisfaction rate while administering IT systems every week.

**TEKsystems - IT SUPPORT, FREELANCE**

*Greensboro, United States • 01/2022 - 01/2023*

- Worked effectively in fast-paced environments.
- Worked well in a team setting, providing support and guidance.
- Assisted with day-to-day operations, working efficiently and productively with all team members.

**TIAA - HELP DESK INTERN**

*Remote • 03/2021 - 06/2021*

- Worked with the TIAA team troubleshooting all challenges or tech bugs with the TIAA helpdesk.
- Designed a website to help support launching up-and-coming programs for TIAA.
- Learned the agile method in the workplace to help manage scheduling and timelines.

**Museum of Sex - VR & IT TECHNICIAN**

*New York, United States • 01/2018 - 12/2019*

- Aided in diagnosing and resolving all VR system bugs for 'Celestial Bodies: The Couples VR Experience.'
- Ensured that all necessary equipment is fully functioning.
- Resolve technical issues and support a premium customer experience within the VR show.
- Ensured scheduled audits were completed to monitor and prevent equipment damage/failure.
- Completed requested reports and customer feedback to enhance the experience continually.