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| Joshua Carrillo  518 Colorado Ave · 630-463-8170  Jcarrillo05@aurora.edu |
| **Education**  Aurora University, Aurora, IL December 2023  **Bachelor of Science in Computer Science**  **Experience**  United States Marine Corps Reserve 2017 – Present  **Air Defense Systems Technician**   * Possess Secret Clearance * Corporal/E-4 * Collaborate with team of marines to set up tactical data systems * Install and image Windows OS * Create virtual environment using VMware vSphere * Utilize Active Directory to manage users and assign permissions * Troubleshoot issues that end users had with OS or software applications   Geek Squad August 2021 – Present  **Consultant Agent**   * Communicate with clients about tech issues * Create restore points for Windows computers * Back up and transfer client data from device to device * Install operating systems and merge data back on device * Communicate with clients using vocabulary the client will understand * Install hardware and software on client’s desktops, laptops, and mobile devices, such as tablets and cell phones   **Volunteer**  Toys for Tots, USMC 2018   * Received and processed donations for children over the holidays * Planned and organized donations events around the Chicagoland area   **Skills**   * Computer hardware installation and troubleshooting * Software installation and set up * Apple iOS & Mac OS troubleshooting * Customer service expert * Production of Cat 5/6 ethernet cables * Troubleshooting Outlook issues * Office 365 and Windows 10 & 11 * Troubleshooting network connectivity issues |