Joseph Turner

Information Technology Support Specialist

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RELEVANT EXPERIENCE

Sunrun, Denver CO — *Team Lead*

June 2021 - February 2022

Provided assistance to end users and team members utilizing all available tools.

Worked with ServiceNow, Okta, AD, Google Workspace, Oracle ERP, Salesforce, and many more.

Constructed reports used for metrics and meetings, auto imported data into easy to read scheduled reports that would show teams performance.

Helped lead and organize weekly meetings not only within my team but with other IT teams as needed.

Built and maintained a chat bot, small scripts, and knowledge base articles for various supported applications.

Worked with Tier 3 NetOps to help them out while short staffed for a month.

Dell EMC, Little Rock AR — *Information Technology Specialist*

May 2020 - December 2020

Work consisted of re-imaging computers, deploying new computers, removing and inventorying computers, following chain of command for any issues that developed, and doing so in a professional and timely manner.

CERTIFICATES

CompTIA - A+ 220-1002

August 2020

Installing and configuring operating systems, expanded security, software troubleshooting and operational procedures.

Google - Technical Support Fundamentals

July 2020 - Verify Link

Troubleshooting, Customer Care, Networking, Operating Systems, System Administration, and Security

SKILLS

Customer Service

Linux

Troubleshooting

Small Workload Virtualization

Microsoft Office

Operating Systems

Windows 10

Hardware Installation

Red Hat Enterprise Linux (RHEL)

Technical Support

Windows Support

Python (Programming Language)

Problem Solving

Small Website Hosting

Google – Operating Systems and You

July 2020 - [Verify Link](#)

Managing Software and Users, Configuring Hardware, Filesystems.

LinkedIn Learning – Python 2020

March 2022 - [Verify Link](#)

Installation process, basic syntax, construct and run a simple program, work with dates and times, read and write files, and retrieve and parse HTML, JSON, and XML data from the web.

LinkedIn Learning – Customer Service

March 2022 - [Verify Link](#)

Critical problem solving and troubleshooting processes for common sense customer service in a wide variety of applications.

LinkedIn Learning – Windows 10 Advanced Troubleshooting

March 2022

Troubleshoot group policy, BitLocker, app compatibility problems, hardware devices, and network and remote connectivity.

PROJECTS

Home Lab / Hobby

Building/upgrading computers, small workload/router virtualization (KVM, ESXi, and/or Hyper-V), physical server setup (mounting and rail installation) and maintenance (raid controller/fan/psu/disk failure), RJ45 network cabling, making firewall rules for hosting services and to forcibly control DNS, wireless ap planning and installation, setting up Multi-WAN and QoS to help with low-bandwidth.

Worked repairing and replacing various hardware components in phones, laptops, and PCs. i.e. (Screens, Batteries, Memory, HDD, SSD, Networking Cards, CPU, and PSU)