Justin Maddox

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Savvy expert experienced in troubleshooting computer hardware and software issues in customer-focused environments. Possesses comprehensive knowledge of standard operating systems, networking protocols and technical support procedures. Skilled in identifying and resolving complex technical problems.

EXPERIENCE

Dell Technologies, OKC, Oklahoma— *Technical Support Engineer 2*
March 2020 - Present

● Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
● Explained technical information in clear terms to non-technical individuals to promote better understanding.
● Performed root cause analysis of reported issues to enact corrections.
● Provided guidance on installing and integrating new hardware components and software to remote clients.
● Collaborated with other departments to facilitate successful project completion.
● Provided on-call support for critical issues related to Dell PowerEdge servers.
● Maintained and updated case management customer service database.
● Analyzed logs to identify troubleshooting methods needed for quick remediation.

EDUCATION

Rhode Island College, Providence, RI — *BA in Computer Science*
September 2016- May 2019

Community College of Rhode Island, Warwick, RI— *AS in Computer Programming*
September 2013 - May 2016

PROJECTS

Tutoring Kids In High School Math — *Jan 2019 - May 2019*
https://github.com/jus7591/My-Math-Site

Google Data Analytics Course Capstone Project: Case Study 1 "Cyclistic" — *June 2022*
https://www.linkedin.com/pulse/google-data-analytics-course-capstone-project-case-study-maddox/

SKILLS

● Python
● Diagnosis and Troubleshooting
● Customer Service
● Remote Diagnostics
● Hardware Staging
● Hardware Upgrades
● Tracking and Documentation
● Hardware and Software Configuration
● Hardware and Software Repair
● Time Management
● Product Knowledge
● Issue Escalation

Github Repositories:
https://github.com/jus7591?tab=repositories

Courses Featured:
-Object-Oriented Programming
-Data Structures
-Big-O Notation
-Analysis of Algorithms
-Operating Systems