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.
● 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

My Portfolio:

https://justin-maddox-portfolio.netlify.app

SKILLS

● HTML
● CSS
● Javascript
● Bootstrap Framework
● Responsive Design
● Git
● Object-Oriented Programming
● Data Structures

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

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