

JOSHUA BRENNER

CONTACT

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EDUCATION

JAMES MADISON UNIVERSITY
Harrisonburg, VA
Bachelor of Business
Administration CIS Candidate
(Expected graduation May 2022)

ADDITIONAL SKILLS

Software: installations and
troubleshooting for Microsoft
Office, Teams, Accounting
software, Zoom, Adobe, Okta,
manage engine,
OS: Win 10 1709 – 20h4, iOS
Networks: Basic server
knowledge
Security: Virus protection, User
Monitoring, Email protection and
spam filtering
Programming: Basic Python, Basic
Java

CERTIFICATIONS

Harvard Spreadsheet Online
Modeling Course: Excel 2013
Microsoft Office Excel Specialist
Accolades

EXPERIENCE

IT Help Desk & Account Administrator
Wiss & Company, LLP, Florham Park, NJ / Feb 2020 - Jun 2021

- Accounting Firm.
- Handled Support tickets from 300 firm employees face-to-face and remotely by evaluating problem, determining cause, develop and deploy resolution with an IT team of 4.
- Resolved hardware issues and software issues on User workstations and servers, reaching out to several software vendors support teams when necessary.
- Worked with crunch time during tax Deadlines supporting several Accounting and workplace software.
- Account/Computer Setup and management for employees who would be hired and who would be departing.
- Administrator rights to Firm Active Directory, all hyperV and servers, almost all applications used by firm.
- Main Salesforce CRM help desk support and 1 of 2 firm admins.

IT Intern
Wiss & Company, LLP, Florham Park, NJ / May 2019 - Feb 2020

Summer Intern
StrongArm Technologies, Safety Science and Wearable Tech Company, Brooklyn, NY / Apr 2017 - Jul 2017

- Performed product competitive analysis.
- Created marketing budget and expense reports.
- Projected future trends using Industrial Athlete data.
- Created and managed Inventory Management System.

Summer Intern
City CoPilot, New York, NY / Jul 2016 - Aug 2016

- Hospitality Concierge Services start-up.
- Created analytics models for company to expand to markets outside NY.
- Researched and created competitive pricing model.
- Analyzed margins of products and services.

Summer Intern
RCM Alternatives, Chicago, IL / Jun 2016 - Jul 2016

- Company: Wealth Management and Investment Fund.
- Traded on real time obsidian trading system.
- Performed trend analysis to predict opportunities for buying and selling.



REFERENCES

References available upon request