

Josh Hollis

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Summary

With over two decades of IT experience, I specialize in Windows OS, from Windows 95 to Windows 11. My technical adaptability covers diverse hardware and software, enabling effective problem-solving. Proficient in operating systems, administrative tools, and network troubleshooting, my career is marked by a deep commitment to customer satisfaction through adept issue resolution and enhanced user experiences.

I prioritize ongoing learning to stay current with industry innovations and technologies, believing that modern IT professionals should combine technical expertise with business acumen, strong communication, and interpersonal skills. My goal is to embrace new challenges in the ever-evolving IT industry while maintaining a sharp career focus.

PROFESSIONAL SKILLS

Windows 95 to Windows 11 | O365 | Active Directory |SCCM |VPN | Printer support | MFA
Hardware Troubleshooting and Repair | Tablet Support | Variety of Ticketing systems
Remote Support tools | Advanced Problem-Solving |Network troubleshooting |
Imaging and Deploying systems | Training and Mentoring | Customer Service |
Mac OS support | Virtual environments | IT Inventory and Asset Tracking
Technical Documentation and Knowledge Base Creation| AV support | Phone support
Google suite | Experience with VoIP phone systems | Familiar with a wide range of hardware |
Educating End users | Experience with inventory management and asset tracking | JAMF
Experience working with a multitude of vendors | MS Teams | Slack chat app| C-Suite support

Certifications

CompTIA A+	October 2022
CompTIA Network+	January 2023
CompTIA Security+	August 2023

WORK EXPERIENCE

Dyopath - Bothell, WA August 2021-Present
Field Service Engineer II

As an Desktop Support Analyst, I efficiently manage service tickets, provide adept technical support for diverse hardware and operating systems, and ensure the seamless operation of Windows and Mac environments. My responsibilities also include supporting staff on a local campus of 3 buildings and a large staff working remotely across the country. Effective communication and user education were integral aspects of my job, as I educated end-users on system functionality,

[first and last name]

[phone number or email address]

troubleshooting solutions, and email security best practices, ensuring high-quality IT support services.

- Providing a high-volume of ticket resolution of at least 7-10 tickets a day with an average of 40+ tickets a week. Increasing the resolution rate of a high-volume ticket site.
- Ongoing Lease Asset Refresh Project: Working on a significant leased asset refresh initiative, coordinating the replacement of a 150+ number of leased assets per year needing replacement. Executing side-by-side transfers using SCCM to ensure seamless data migration and user transition to new systems.

Blueprint Technologies - Bellevue, WA

May 2019-November 2020

Senior IT Support Specialist

In my role as a Senior IT Support Specialist I was responsible from providing hardware and technical support to staff that were located locally and across the country. From deploying systems to our local office and shipping out computers across the country. I provided comprehensive technical assistance to end users, overseeing the resolution of complex technical issues, mentoring junior team members, and assisting in critical IT projects, all while maintaining a strong focus on optimizing IT operations and enhancing user experience.

- Effective IT Support during Remote Work Transition: Assisted the team and company with the transition to remote work during the challenging COVID-19 pandemic. Ensured that employees were equipped with the necessary technical tools and support to seamlessly continue their work from home

TrueNorth ITG - Mill Creek, WA

October 2017-April 2018

Managed Services Technician

Providing comprehensive technical support to clients, both out of state across the country and office locations through-out the Puget sound region, managing a wide range of IT systems and services, including server administration, network support, software troubleshooting, and ensuring the continuous operation and security of client IT environments.

APEX/SCCA - Seattle, WA

December 2016-October 2017

Desktop Specialist II

I provided technical support in hospital and clinical environment to end users, focusing on advanced problem-solving for software and hardware-related issues, configuring and maintaining desktop systems, VMware support, and providing expertise in optimizing user experience within a complex technical environment.

APEX/F5 Networks - Seattle, WA

April 2016-December 2016

Desktop Tech

Delivered on-site and technical support in a rapid and timely manner to end users, resolving hardware and software issues, configuring workstations, ensuring network connectivity, and contributing to the overall maintenance and optimization of desktop computing environments within an organization.

[first and last name]

[phone number or email address]

- **Effective End-User Support and Timely Issue Resolution:** Provided top-notch end-user support by promptly responding to requests, resolving technical issues, and providing outstanding customer service.

University of Washington Medical Center - Seattle, WA

February 2003-April 2015

Senior Computer Specialist

I was responsible for delivering advanced technical support, diagnosing and resolving complex computer-related issues, and ensuring the efficient operation of computer systems with over 3000+ systems in a hospital and clinical environment. This role often involved leading clinical moves, collaborating with technical and facility teams, and providing expert guidance to optimize IT infrastructure and user productivity.

- **Providing reliable support of a major hospital with over 3000 computers and network devices.** stations. As this was a high volume site it was not unusual to close more than 70+ tickets a week.
- **Efficient Clinic Build and Moves Management:** I led the successful execution of numerous facility-based moves, ranging from several office buildings of more than 300 systems to clinics with over 100 systems and less. Coordinated both weekday and weekend moves, ensuring the seamless setup and configuration of workstations. These efforts played a crucial role in maintaining uninterrupted operations while efficiently relocating essential IT infrastructure.
- **Enhanced User Support and Technical Documentation:** Created comprehensive technical documentation needed for non-standard software and hardware used at alternate sites. This documentation provides information regarding common issues, troubleshooting steps, and non-standard applications, which aided the Helpdesk team in resolving issues promptly.

EDUCATION

Snohomish High School - Snohomish, WA

High School Diploma