

JOSHUA BROWNER

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 Greensboro, United States
27406

PROFESSIONAL SUMMARY

I am a diligent IT specialist with a robust background in IT support and systems management. Proven track record of implementing efficient solutions to enhance system performance and user experience. Demonstrated expertise in network security and problem-solving in dynamic environments.

SKILLS

- Data management
- Web Development
- PowerShell Scripting and Automation
- Python
- Networking Security
- Linux foundation
- ITIL framework

EDUCATION

Western Governors University
Salt Lake City, UT • 01/2026

Bachelor: Cloud Computing
Microsoft Azure track

Berkeley College
New York, NY • 08/2020

Associate: Applied Science
Information Technology Management

CERTIFICATIONS

CompTIA A+, Network+, Linux +,
Security +, and Cloud +
SQL
Azure foundation.

WORK HISTORY

Atrium Healthcare - Help Desk Technician
High Point, NC • 03/2025 - Current

- Provided on-call support for critical issues related to Microsoft Office.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Implemented IT support processes that improved response times and reduced ticket backlog.
- Developed knowledge base articles, streamlining information access for both staff and users.

La Familia Projects - CUSTOMER SERVICE, IT SPECIALIST
Remote • 01/2022 - 01/2026

- Provide tech support on an as-needed basis.
- Website management
- Installed new equipment and explained operation and routine maintenance protocols to customers.
- Completed partial or full dismantling of equipment to repair or replace defective components and restore functionality quickly.
- Implemented IT policies to enhance system security and data integrity.

Innovative Technology Systems - HELP DESK TECHNICIAN 1
Greensboro, United States • 06/2022 - 12/2024

- Collaborated with users to decide areas of technology needing improved usability.
- Provided second-level support for server-class systems.
- Oversaw IT activities to support operations by maintaining laptops, tablets, and PDAs for diverse users.
- Conducted testing and troubleshooting for various software remotely and onsite for numerous servers set to support operational readiness.
- Achieved a 95% customer satisfaction rate while administering IT systems every week.

TEKsystems - IT SUPPORT, FREELANCE

Greensboro, United States • 01/2022 - 01/2023

- Worked effectively in fast-paced environments.
- Worked well in a team setting, providing support and guidance.
- Assisted with day-to-day operations, working efficiently and productively with all team members.

TIAA - HELP DESK INTERN

Remote • 03/2021 - 06/2021

- Worked with the TIAA team troubleshooting all challenges or tech bugs with the TIAA helpdesk.
- Designed a website to help support launching up-and-coming programs for TIAA.
- Learned the agile method in the workplace to help manage scheduling and timelines.

Museum of Sex - VR & IT TECHNICIAN

New York, United States • 01/2018 - 12/2019

- Aided in diagnosing and resolving all VR system bugs for 'Celestial Bodies: The Couples VR Experience.'
- Ensured that all necessary equipment is fully functioning.
- Resolve technical issues and support a premium customer experience within the VR show.
- Ensured scheduled audits were completed to monitor and prevent equipment damage/failure.
- Completed requested reports and customer feedback to enhance the experience continually.