

Joshua Strong

Overview

Results oriented technology support specialist with extensive corporate experience working at two prestigious international conglomerates, providing high level systems and desktop support. Excellent communication and organizational skills with broad experience and understanding of the IT industry. Proven ability to meet customer requirements and service goals.

Summary of Skills

Software

- Windows 10, macOS, Linux.
- Windows Administrative Tools (regedit, gpedit, secpol, services, eventvwr, etc.). WinDbg.
- VMware Workstation and Fusion. Citrix XenDesktop, AWS.
- Office 365 (Outlook, Word, PowerPoint), Google Docs.
- Skype For Business, Microsoft Teams, Cisco VC/TP.
- Android, iOS. MobileIron, AirWatch, Intune.

Networking

- Active Directory, Azure, Windows Server 2012/2016.
- TCP/IP, DHCP, IMAP, SMTP, SNMP, DNS, SSH, FTP, IPSEC, ICMP, and other common networking protocols.
- TeamViewer, MSTSC, LogMeIn, Bomgar
- JAMF, SCCM, SCOM.
- VPN, Wireshark, PuTTY

Experience

accenture

New York, NY

Infra Tech Support Analyst

SPRING 2017 - PRESENT

- Act** as technology lead for New York Accenture Interactive studio consisting of 500+ Mac and PC users. Operate as direct point of contact for all user-facing and backend technical related inquiries and concerns; Recurrently troubleshoot Windows 10 and macOS system and app related issues. Certify technical environment remains stable and secure by following firm's compliance protocol.
- Deploy** new technology (e.g. Surface Hubs, ClickShare, digital signage, etc.) by completing front-end configuration. Collaborate with domestic and international teams to complete deployment procedure and confirm technology is connected to the appropriate switch and VLAN. Maintain stability post-launch by ensuring OS versions are current and addressing security related issues.
- Educate** end-users virtually and in-person on existing and emerging technology platforms at the firm. Conduct orientation for newly hired personnel. Showcase security and backup options to strengthen firm's security posture. Consistently fulfill the technology needs of firm's Senior Managers and Managing Directors.
- Surpass** SLA goal of 93% by fulfilling 96% of Service Now tickets within SLA target frame. Maintain hardware inventory and ensure all changes are reflected within asset management database. Follow firm's data retention policies by reimaging recycled machines within seven-day timespan and decommissioning end-of-life equipment via approved disposal methods.

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New York, NY

Service Desk Analyst

SUMMER 2014 - SPRING 2017

- Supported** 2000+ users in firm's New York office via deskside and phone support in a 24/7/365 environment. Acted as secondary support to an additional 700+ users for firm's 15 international offices via phone and email correspondence. Heavy prioritization on user satisfaction and firm security.
- Provided** ongoing technical assistance to firm Directors and Partners; Occasionally performed home visits for VIPs whose technical issues superseded the tools available to resolve them remotely.
- Served** as primary contact to the firm's mobile telecommunications services providers. Liaised with all four major US carriers to ensure optimum service for end-users. Simultaneously pushed firm's BYOD initiative which significantly reduced costs.
- Collaborated** with tier III teams on resolving issues that required specialized server intervention; Communicated with external providers when necessary.

Education

Per Scholas Institute for Technology

CompTIA A+ and Network+ Certification Course
COMPLETED SPRING 2014

Morgan State University

Management
FALL 2008 - SPRING 2009

Monsignor Scanlan High School

Honors Curriculum; Regents Diploma
GRADUATED SUMMER 2008

Extracurricular

Cleary Gottlieb

Mentor in Washington Irving High School Mentoring Program
SPRING 2016 - SPRING 2017

Streetwise Partners

Mentee in 12-week career ventures program
FALL 2013

Personal

Lover of documentaries, basketball, and photography



StrongJosh.com



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