Joshua Aaron Szanto

Detailed version of resume for the technically curious

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Summary of Experienced Duties

- System administrator, technical writer, global travel team member, lead support technician & trainer, software and hardware auditor, photographer, Live Production camera man, XHTML web-developer

Education

Ozarks Technical Community college of Springfield, Missouri (September 2008 – May 2011)

- **Degree:** Non-degree
- **Courses:** Liberal Arts & Social Sciences, Computer Science & Web Development, Computer Networking
- **Summary of earnings:** 3.52 out of 4.00 GPA, 54 credit hours, 190 grade points

Fordland R-III High School of Fordland, Missouri (August 2005 – May 2009)

- **Degree:** Diploma / GED-equivalent
- **Courses:** Liberal Arts & Social Sciences

Work Ethic

- Use problem solving skills and tools such as online research, posting on bulletin boards, calling vendors, and communicating with team members as necessary to resolve infrastructure and system issues

- Able to communicate and work with people from challenging users to Executive-level personnel while maintaining a professional demeanor of patience and tolerance

- Have the perspective that computer technology is a tool for the purpose of bringing success to the Company by empowering workers to fulfill their roles and functions, and by seeking solutions to increase productivity to further help reach the ultimate end-game objectives of the Company

Relevant Experience

Positronic Industries, Inc. (IT Advanced Helpdesk/Technician, September 2011 – September 2015)

- Trained IT staff on procedures and knowledge required for day-to-day support and administration on the infrastructure

- Participated as a global travel team member to assist in the infrastructure preparation and migration to new Epicor ERP software at facilities in France, Puerto Rico, and Singapore

- Performed an intensive software and hardware audit to build an inventory and licensing portfolio

- Administrated PRT Network Monitor for global monitoring of infrastructure systems and networks

- Wrote technical documents over policies, procedures, training, and usage for applications

- Performed cost analysis on printers, software licensing, and hardware upgrades to reduce annual operating expenses by several tens of thousands of dollars per year and to improve productivity

- Coordinated technological needs for global conferences

- Cleaned up and documented hastily-implemented Group Policies put in place by consultants and contractors over two years of ERP software rollout

- Migrated thousands of user accounts from an old to new Windows domain en masse using a combination of batch and PowerShell scripts, Excel, and software for auditing of Active Directory data

- Reconfigured and maintained Barracuda Backup systems to ensure successful daily backups of all mission critical and legacy servers

- Managed all printer inventory; toner stock and delivery; vendor communication for toner and copier service contracts; quality control of drivers and deployment of Windows-based print servers

- Maintained and provisioned VMware View VDI environments and pools

- Installed and administered two BMC Software Track-It! Help Desk software deployments for the IT and several other departments

- Researched solutions for high-volume document archiving, optimal hardware for AutoCAD/SolidWorks, Blue Jeans & Tely Labs conferencing solutions, and other topics

- Supported and deployed Ubiquiti UniFi video surveillance and Ubiquiti/HP/Cisco wireless access point products

- Developed a scheme of imaging and configuration management via network access for a dozen Windows 95 CE-based automatic lathe CNC machines

- Setup Promodag Reports for Exchange with customized reports to provide upper management of performance benchmarks of Sales personnel and for analysis of user e-mail storage usage

- Restored backups using Shadow Volume Copy Service, Symantec Backup Exec with magnetic tape systems, and Barracuda Cloud Backup Appliances & Services

- Performed installation of software, migration of users, troubleshooting and configuration of Windows Server 2003 Terminal Services and 2008 R2 Remote Desktop Services environments

- Deployed customized TeamViewer Quick Support & Host client to computers and virtual systems accessed by end users to readily provide remote technical support to users

- Handled purchasing for IT-encompassing equipment, software, and supplies for Department and Company

- Photographed Company personnel for the Secretary of the CEO using professional photography equipment and assisted with Company newsletter production in proofreading and design

- Configured Dell EqualLogic SANs and NAS servers to provide additional storage resources

- Provided users Skype accounts, subscriptions, and credits under a Company Skype Business account

Data Imaging Supplies (Director of IT, September 2010 – present)

- Provide on-call technical support and infrastructure maintenance

- Performed a complete overhaul of existing and mostly undocumented Linux-based systems to a Microsoft Windows Server 2008 R2 server with a fully operational Active Directory domain; reduced from four servers to one server

- Reduced Company operating and IT expenses through dual monitor and SSD upgrades, mass imaging of computers, automation through Group Policies with significant results on productivity; and through reduction of servers, battery backup systems, and elimination of antiquated tape backup systems that required daily on-site interaction

- Migrated on premise webhosting and e-mail services to DreamHost and Google Apps

- Recovered downed Linux servers critical to business operation and planned an overhaul of the infrastructure left behind by a former employee

- Documented procedures and network infrastructure

Penmac Staffing Services, Inc. (PC Technician/IS Coordinator, August 2009 – September 2011)

- Assisted the Company in meeting some objectives in a PCI Compliance project by preparing an AlienVault OSSIM syslog server and using tools such as Spiceworks and SolarWinds products to document the network infrastructure and to identify possible problems that need to be addressed

- Researched PHD Virtual as a backup solution for the Company's VMware ESXi infrastructure

- Created documentation on reloading computers with Norton Ghost images; staging and building computers from scratch; installation of software critical to business operation; and other tasks targeted for Help Desk / Technician-level personnel

- Setup and trialed Microsoft SharePoint Service 2007 to research the product as a possible platform for a Company intranet

- Configured and repaired hardware (notebooks, workstations, and LCD monitors)

- **Performed work at client "JRI Industries":**

  o Provided Help Desk support to users and maintained the health of servers and network-deployed software

  o Documented administrative procedures and information for and about the Microsoft Active Directory infrastructure, VoIP setup, backup implementation, and network infrastructure

References

United States

Missouri

Dusty Young (Positronic, Corporate IT manager)

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Stephen Leftwich (Positronic, IT supervisor)

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Russell Andrews (Penmac, Corporate IT manager)

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Nolan Hardison (Data Imaging Supplies, manager)

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Work phone: +1 (417) 869-3558 x101

Volunteer Experiences and Other Accomplishments

Bread of Life (Pentecostal Slavic church, June 2013 – September 2015)

- Documented history in the making and captured memories as a photographer with my own equipment (later sold to this church at half monetary value)
- Provided technical advice, upgrades and repairs for computers and surveillance system problems to improve productivity efficiency and maintain health of systems

Photography (Enthusiast, January 2012 – October 2014)

- Gained experience through my documentation of travels to Singapore, Puerto Rico, and France for my work at Positronic Industries, Inc.
- Used my experience to capture memories and professional-grade photos for church organizations, co-workers, friends, family, and other people and families I have met while owning photography equipment
- Produced promotional photographs for Hôtel Campanile and staff in Auch, France

James River Assembly (Assemblies of God church, May 2011 – May 2012)

- Served as a camera man and iris controller in Live Production for Sunday services and Wednesday prayer meetings with experience on stage and from the sanctuary seating areas
- Received opportunities to serve for conferences (Living Free International Conference 2011), major church events (Easter, Christmas, New Years') and concerts (Hillsong Live, Gungor with The Brilliance), and local events (Nixa High School graduation)

Custard Mixer Web-development & Project (Internet, March 2011 – May 2011)

- Designed front-end of website through my XHTML and CSS expertise in *Notepad++* with help from my many years of *Adobe Photoshop* experience
- Partnered and coordinated with Richard Hartfield from rjscodingrealm.com for back-end programming to bring front-end to life
- Researched and prepared documentation to identify purpose, facts and sources, and all functionality and intended behavior of website prior to front-end and back-end development

BlueToast Webhosting (Internet, May 2003 – May 2011)

- Offered webhosting and game hosting services to customers on Linux and Windows dedicated servers with cPanel and TCAdmin
- Provided customer service, technical support, and sales to existing and potential customers
- Kept track of payments and performed financial bookkeeping role
- Succeeded in bringing the Company to a profitable point in its existence
- Designed and created website to represent face of Company

SpexHost Communications, Inc. (Internet, November 2008 – April 2009)

- Recoded the Company's website template XHTML and CSS resulting in a significantly lighter completed design and improved back-end maintainability
- Created static web-designs for Company administrators based off of Photoshop templates, and fixed problems with other existing static templates (including recoding for lighter and more efficient XHTML and CSS)
- Provided customer service and sales via Internet Relay Chat (IRC)

Bridlemile Elementary School (Oregon, 1999)

- Reinstalled Microsoft Windows 98 Operating System on computer lab and library computers using Norton Ghost images on floppy disks, and applied updates and network configurations