

J. LAWSON

Greetings Sir or Miss,

I'm Joshua Lawson, a technically inclined journeymen with a knack for finding gratification from the most obscure of support issues. It is my intention to seek a team of support specialists who are of similar mind.

Please peruse my attached qualifications at your leisure. Also, please accept my sincerest thanks, for consideration and time invested.



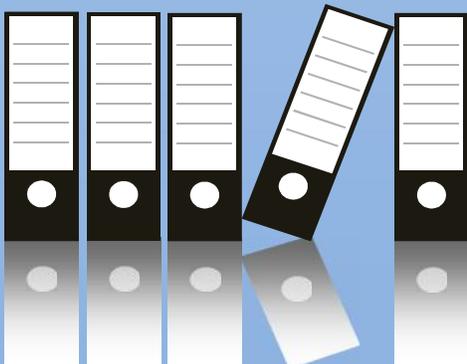
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Taylor MI, 48180**



Joshua Lawson

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With over 17,000 documented interactions over the course of six years, Joshua excelled in a rapidly changing information technology support environment. Outfitted with methodology required for a 99.99% uptime, he has demonstrated aptitude to satisfy even the most heated requests from a variety of, even non-related, disciplines.

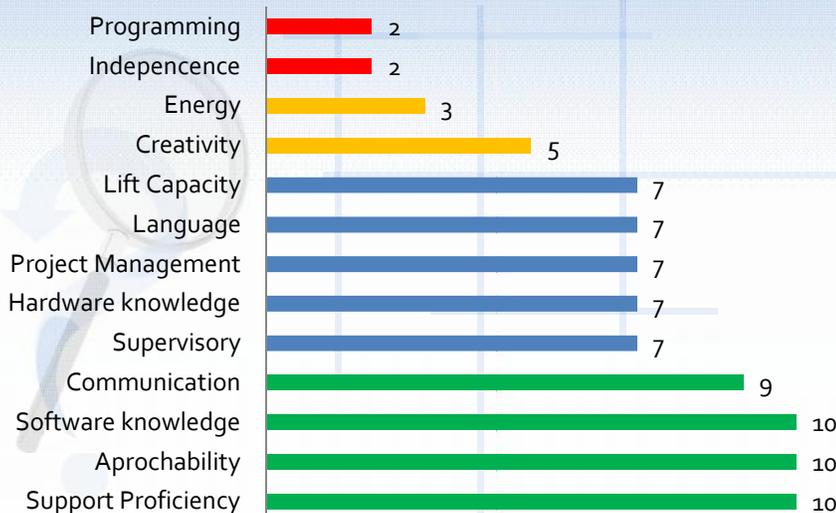
Professional Experiences

2011 – 2012	Help Desk Support Analyst	Nutechs, LLC	Farmington Hills MI
2010 – 2011	Systems Administrator	Ellipse Communications LLC	Dallas TX
2010 – 2011	Canvasser	Texas Campaign for the Environment (TCE)	Dallas TX
2005 / 2011	Second Level Support Analyst	Central Michigan University	Mt. Pleasant MI
2002 – 2003	Consultative Electronics Salesperson	Sears and Roebuck	Lincoln Park MI
2003 – 2003	Software Development Internship	Q-Quest LLC	Dearborn MI
1999 – 2002	Head Motion Picture Projectionist	MJR Theatres	Southgate MI
1998 – 1999	Shift Manager	Ram's Horn Restaurant	Taylor MI

Education and Training

2004 – 2012	Central Michigan University	Mt. Pleasant MI
2002 – 2004	Specs Howard School of Media Arts	Southfield MI
2002 – 2004	Henry Ford Community College	Dearborn MI
1999 – 2003	Henry Ford Academy	Dearborn MI

Stats



Projects

- 2012 Imaged and deployed 250 cellular connected laptops at Hitachi.
- 2012 Facilitated operations to transition Ellipse to a 99.99% uptime, via APC
- 2011 Formulated FIRM or First Interaction Resolution Management.
- 2010 Upgraded an enterprise network from 10/100 to gigabit.
- 2010 Hired and trained 19 employees for ResNet, resident network support.
- 2006 Migrated to IPSWITCH hosted mail to Microsoft Exchange 2007.
- 2004 Developed code for Clonezilla GNU.