

# JOSEPH C. BOYSHA

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## OBJECTIVES

*Develop skills as an Information Technology specialist and expand skills into many different branches of Information Technology in order to work toward jobs in system administration and Information Technology Management.*

## EXPERIENCE

### **Backcountry.com | 295 Technology Drive Christiansburg, VA 24073**

**Desktop Support Engineer** July, 2012 – Present

- Project Management.
- Basic utilization of Cisco IOS.
- Troubleshooting and problem solving: End Users; Servers; Network Infrastructure
- Configuration of Hardware including purchase
- Collaborative management of shift schedules and site.
- Network Infrastructure Setup: Network Drop Location; Cable Management; Install and Configuration
- Network Management: IP Addressing; Cisco Switches
- Collaborative management of an in-house wiki on the MediaWiki platform.
- Technologies used and managed: MS Exchange 2007, 2010; Windows 7; Ubuntu; Windows Server 2008; Active Directory; VMWare Fusion
- Developed in house programs: Visual Basic, Visual C#

### **Radford University | 831 East Main St Radford, VA 24141**

**Information Technology Specialist I** December, 2011 – July, 2012

**Work-Study Technician** September, 2008 – March, 2009

- Multi-lingual computers.
- Worked with a variety of operating systems (Mac OSX, Linux, Windows XP-7).
- Emergency situation management: Technological failure; Workplace accidents
- Troubleshooting and problem solving: End users – Students, Faculty, and Staff.
- Worked with sensitive records of Students, Faculty, and Staff.
- Utilization of scripting for task and workspace automation: Python; Visual Basic.
- Wrote articles for the University's Knowledge Base.
- Managed Student workers.
- Developed office policy and procedure.
- Experience working with many academic technologies.
- Technologies used: INB Banner; WebCT; Desire2Learn; Windows XP, Vista, 7; Mac OSX; Linux Ubuntu, Debia

### **Replay Games and DVD | 7429 Lee Hwy Radford, VA 24141**

**Sales Associate/Shift Manager** August, 2011 – December, 2011

- Processed inventory.
- Assisted customers with finding and purchasing a game appropriate for their needs and desires.

- Assisted store management with basic managerial tasks.
- Daily face-to-face interaction with customers.
- Answered phones regularly.

## **Modea | 902 Prices Fork Road, Suite 2100 Blacksburg, VA 24060**

***IT Assistant*** October, 2010 – April, 2011

- Diagnosing and resolving problems: End users, servers.
- Training new users on how to utilize computers and the Modea infrastructure.
- Administration of Windows 7 and XP, and Mac OSX.
- Remote Administration: Mac OSX and Windows 7
- Operating System imaging and maintenance: Windows 7, Mac OSX
- Tutorial creation: written and video
- Building and customizing new computers for users.
- Information recovery and destruction for users.

## **SKILLS**

- Linux (Multiple Distributions)
- Windows 98 – Windows 8; Windows Server 2008, 2012
- Mac OSX; Mac OSX Server
- Unix
- Programming: Bash, HTML, CSS, Java, XHTML, XML, Python, Visual C#, Visual Basic
- Hardware maintenance experience
- Conversational German
- Understanding of complex utilization of resource
- Well-travelled and cultured.
- Task and workplace automation utilizing various scripting languages.
- Virtual Machine Utilization.

## **CERTIFICATIONS**

- CIW Web Foundations Associate
- Microsoft Technology Associate: Windows Server Administration Fundamentals
- CompTIA A+

## **EDUCATION**

### **King George High School**

***Completed: 2008 Advanced Studies Diploma***

- National Forensics League Ruby Distinction
- 3 Years German Conversational Study
- 2 Semesters Computer Science: Discrete Mathematics, BASIC

### **Radford University**

***Attended: August 2008 – August 2011 (124 credit hours taken)***

***Major: History/Computer Science and Technology***

- Notable Coursework:

- A Global Perspective of Information Technology
- Probability and Statistics
- Sophomore Seminar History: Reporting and Research
- Programming courses: Visual BASIC

## **Western Governor's University**

***Attended: Presently Attending (21 credit hours taken)***

***Major: Information Technology***

- Notable Coursework:
  - Windows Server Administration
  - Fundamentals of Information technology I, II, III