


JOSEPH MUELLER

IT SPECIALIST

CONTACT

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PROFILE

IT Professional currently pursuing CompTIA A+ and Net+ certifications with a future goal targeting the cloud computing or cyber security space. Aiming to leverage a proven knowledge of network configuration, software and troubleshooting skills to successfully fill the Network Administrator at your company. 3+ years of management experience, accompanied by strong interpersonal and professional development skills. Frequently praised as hard-working, innovative, and efficient by peers and nominated by supervisors to participate on special programs based on work ethic. Able to identify and align with company directives to drive the business toward success.

ACHIEVEMENTS

- Developed Excel-based programs to track department metrics, which were shared throughout the local organization.
- Specially selected to conduct 80 remote interviews for candidates across the country.
- Professionally developed 10 employees, resulting in individual promotions.
- Nominated to act as interim department manager for multiple warehouse locations.
- Onboarded 3 Transportation Managers and 5 Warehouse Area Managers, provided guidance and insight to promote success.

SKILLS

- Configuration, Installation, Troubleshooting and Repair for Workstations, Laptops, Mobile Devices, Multimedia, Printers, Routers, Switches, and Network Cabling
- Proficiency in Windows 10, Linux Ubuntu/Debian, Android Operating Systems
- Infrastructure Services Management
- TCP/IP, WAP, SOHO Configuration and Management
- Data Encryption
- RDP, TeamViewer Remote Assistance
- DHCP, DNS, Subnetting, 802.11/PAN/LAN design, configuration, and troubleshooting
- Microsoft Office Suite
- Data Recovery, Backup and Recover
- VMWare ESXI & Workstation

LEADERSHIP

- Supervision of 6 - 16 employees on a weekly basis
- Supervision of 24 employees and 3 peers as interim department manager
- Responsible for department's holiday playbook in 2018 and 2019
- Worked with Department Leaders several levels above my own to assist growth of the overall organization.

EXPERIENCE

ActivateIT Student

ActivateIT Powered by Per Scholas, Denver, CO | Sep 2020 – Dec 2020

- 500+ hours of training in CompTIA A+ and Net+ standards in real-world scenarios.
- Professional development to build upon existing ability to communicate, commit, and demonstrate resourcefulness and integrity.

CERTIFICATIONS

CompTIA A+

CompTIA Network+ 12/20

EDUCATION

Granite Hills High School, Apple Valley,
CA

Graduating Class of 2011

Training Coordinator

Amazon.com; Aurora, CO | Apr 2020 – Sep 2020

- Gatekeeper of sensitive job permissions for operational processes.
- Strict adherence and enforcing of department policies to site leadership.
- Troubleshooting software-based program issues.
- Communication of policy and standard changes to training specialists across multiple shifts.
- Responsible for assigning, processing, and resolving trouble tickets relating to associate training.
- Frequent auditing of training execution, including adherence to policy relating to COVID-19 prevention practices.

Transportation Supervisor

Amazon.com; Aurora, CO / San Bernardino, CA | Sep 2017 – Apr 2020

- Troubleshooting transportation technologies such as driver log applications, automated license plate reading camera systems, and mobile devices.
- Troubleshooting office technologies such as printers, laptops, and displays.
- Self-direction and coordination of others across multiple shifts to achieve objectives related to asset health and management.
- Professional corroboration with leaders across multiple departments to troubleshoot operational and transportation issues.
- Communication with vendors to arrange equipment pick-up and drop-off to balance inventory vs. available space.
- Frequent auditing of transportation assets for general maintenance, information accuracy, and policy adherence.