JOSHUA YOUNG
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PROFILE

AWS Certified Solutions Architect/Developer/Systems Administrator – Associate, A+ and Network+ certified network technician, detailed, friendly, disciplined, dependable, and professional. Solve complex problems and communicate results in a coherent manner. Strong database and reporting skills. Enjoy working collaboratively in a fast-paced, competitive environment. Thoroughly enjoy database programming, architecting in the cloud, desktop/laptop troubleshooting, and learning new technology.

TECHNICAL SKILLS

Operating Systems:	LINUX/Android, Mac OS X, iOS, Windows, Windows Server 2008, 2012, 2016
Networking:	Email Migrations, AD and GPO management, Switch replacement/installs
Databases:	MS SQL, Oracle SQL, MYSQL
Languages:	SQL, Visual Basic .NET, HTML5, CSS, Java
Software:	MS Office Suite, SQL Server Management Studio, MS Project Manager, Photoshop, Acrobat
Hardware:	System Builds/Upgrades: workstations, firewalls, servers; troubleshooting and repair
Virtual Machines:	Hypervisor, VMWare Fusion, VirtualBox
Software:	MS Office Suite (Word, Excel, PowerPoint, Access, Outlook), SQL SMS, Visual Studio, Visio Studio, MS Project Manager, Adobe Photoshop and Acrobat, Eclipse BIRT

TECHNICAL CERTIFICATIONS

AWS Certified Solutions Architect – Associate ~ this AWS certification demonstrates the candidate's "experience designing distributed applications and systems on the AWS platform" (https://aws.amazon.com/certification/certified-solutions-architect-associate/ passed September, 2017)

AWS Certified SysOps Administrator – Associate ~ this AWS certification demonstrates the candidate's "technical expertise in deployment, management, and operations on the AWS platform." (passed September, 2018)

AWS Certified Developer –Associate ~ this AWS certification demonstrates the candidate's "proficiency in developing, deploying, and debugging cloud-based applications using AWS." (passed September, 2018)

CompTIA Network+ ~ This vendor-neutral certification demonstrates competency in designing and implementing functional networks; configuring, managing and maintaining essential network devices; using network devices to segment network traffic and create resilient networks; evaluate existing network configurations; implement network security, standards and protocols; troubleshoot network problems and support the creation of virtualized networks. (certification.comptia.org/certifications/network passed August, 2018)

CompTIA A+ ~ This vendor-neutral certification demonstrates competency in key technologies and operating systems critical for the computer technician's career. "A+ establishes best practices in troubleshooting, networking and security across a variety of devices to set the stage for IT careers." (certification.comptia.org/certifications/a passed March, 2016)

EDUCATION

Associates in Applied Science (Computer Technology), Greenville Technical College, Greenville, SC, (August, 2015).
Honors: Graduated with honors **(GPA: 4.0/4.0)**; Inducted into Phi Theta Kappa Honor Society; Dean's List, 2014/2015.
Project: Co-developed exercise and nutrition website that stored and used a client's personal health information to calculate their daily caloric expenditure while accounting for various exercise activities. Results were securely stored in a database and presented in chart format to display the user's progress. Performed overall design, built and maintained MySQL database, researched security protocols, maintained report submissions, and performed user testing.

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Course Highlights: Database Programming via SQL Server, JAVA/VB/ASP .NET programming, Web Design using HTML5 and CSS, Cisco networking, IT Project Management, and Computer Architecture, Maintenance and Repair. Practiced and graded on Desktop/Laptop teardown, rebuild, imaging, troubleshooting, maintenance and documentation.

Doctor of Philosophy (Theology), (GPA 3.90/4.0) Bob Jones University, Greenville, SC (May, 2013).

- *IT course highlights:* studied Introduction to Database Management Systems (audit) and Information Technology II (Introduction to Linux Desktop/Server and setting up VMware machines)

Master of Arts (Bible), **(GPA 3.83/4.0)** Bob Jones University, Greenville, SC (May, 2007).

- Developed and freely distributed an Excel-based vocabulary program for first- and second-year Hebrew students allowing users both to customize their vocabulary reviews by chapter range, vocab number, calculated personal familiarity, or part of speech and to track their progress through a variety of visual charts.

Bachelor of Arts (Bible/Speech), (GPA 3.6/4.0) Bob Jones University, Greenville, SC (May, 2004).

- *Honors:* graduated *cum laude*
- *Additional IT course highlights:* studied Visual Basic 6.0.

WORK EXPERIENCE

- **IT Technician and AWS Solutions Architect | Manhattan Computer, NYC**   2016–present
- Aided AWS client in decoupling their variously entangled AWS assets under court review to become two companies while minimizing production downtime. Worked to introduce significant savings while enhancing security, elasticity, and reliability.
- Manage client's AWS network infrastructure, security groups, NACL, VPC, EC2 instances, Load Balancers, S3 buckets, Elastic IP addresses, Route 53 configurations, Snapshots, AMIs, IAM administration, Cloudtrail, and billing. Interfaced with AWS support center and other AWS solutions architects to best plan a region move for client's AWS production network. Performed cloud architecture audits and produced network diagrams for company's cloud assets.Administered Active Directory, Email Services (MS Exchange, Google), Networks (mapping, monitoring, inventorying, troubleshooting, upgrading) and GPOs in varied SMB environments
- Cleaned, supported, troubleshot and upgraded desktop systems (hardware and software)
- Built and set up workstations, servers and PFSense-based routers
- Set up, configured and supported VOIP phones running on a Asterick PBX; set up analog-to-VOIP converters
- Conducted help desk software evaluations, SEO research, software audits
- Performed office moves, network cable tracing, and set up both local and cloud-based backup solutions
- Interfaced with clients, trained new employees, performed and aided in cloud service and email migrations

Package Handler | United Parcel Service, Greenville SC   2008–Dec 2015

- Internally certified to inspect, pack, and secure express parcels to be loaded directly in the company's aircraft.
- Worked in a fast-paced, time-sensitive, detail-oriented environment directing and securing parcels to reach their destinations in time to maintain and increase UPS's reputation for being a leader in parcel delivery.

SQL/Java Consultant | private party, Greenville, SC   2014

- Worked via remote desktop with an Eclipse BIRT developer to build complex SQL queries, design BIRT reports, debug existing reports, and upload XML lookups to Maximo based on client needs. BIRT reports included single and multiple datasets, check-boxes, cross-tabs, reports with and without parameters, and indented fields.

Digital Imaging Specialist/Data Entry | Legal Eagle, Greenville, SC   2006–2008

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- Performed digital image processing, digital file reproduction and conversion, data entry, and e-discovery for legal firms engaged in the formal discovery process in a high-pressured, deadline-oriented environment.
- Worked directly with clients to standardize their HR database that suffered from thousands of redundant entries. Authored detailed work manuals for new employee training.
- Trained and managed new employees to enable them to confidently meet the exacting quantity and quality requirements the company expected.
- Scanned, linked, tagged, OCRed and proofed tens of thousands of documents to ensure each collection of digitally reproduced documents both exactly matched its physical counterpart and could be easily searched and navigated by the customer. Proofed, flagged and/or corrected others' scanning/linking/tagging work.
- Identified and restored usable data on corrupted or damaged digital media to minimize client losses.
- Oversaw the Digital Division for several large digital imaging projects and offered phone support to clients experiencing issues using the company's proprietary software.
- Built numerous SOPs detailing step-by-step instructions (with screenshots) to standardize complex internal processes.
- Worked, on occasion, to troubleshoot PC systems involving identifying and replacing failed hardware components and OS reinstallation.

Order Filler | Midwest Manufacturing: Board Division, Plano, IL   2001–2005
- Operated company-engineered lumber machinery designed to custom cut various species of wood paneling.

Administrative Assistant/Librarian | Bob Jones University, Greenville, SC   2001–2003
- As a periodical and reference desk librarian, collected and summarized research findings for patrons giving them curated information to advance their studies.
- Wrote informal abstracts of recent journals to better familiarize myself and our patrons with the little-known but exceedingly informative periodical literature available for their use.
- As a help desk worker under the Dean of Men, fielded calls and in-person inquires to explain and assist students and visitors regarding the school's policies in a timely and efficient manner.

Order Filler | Quintessence Publishing Company Inc., Carol Stream, IL   1999–2000
- Processed, packaged, and shipped customer orders in a very detail-oriented, dental publishing environment.

Stocker | Wal-Mart Super Center, Plano, IL   1998–2000
- Worked as a stock boy supplying product and services in a timely manner to better customers' shopping experiences.