Joshua Shipley

Josh@Shipley.Life   330.592.5225   [Akron, Ohio 44313](#)

Objective:

      To pursue a career that engages my technical knowledge and pushes my understanding of new and old technologies further. I am very passionate about the practical application of technologies in my profession, as well as, my personal life. Through the use of my knowledge, I aim to better the workflows and improve the day-to-day life for those around me.

Skills:

Microsoft Active Directory	10+ Years
Microsoft Exchange	10+ Years
C, C++, C#	10+ Years
Microsoft Office 365	7 Years
Microsoft Azure	7 Years
Powershell	7 Years
HTML, CSS, PHP, Javascript	7 Years
VMware ESXi & vCenter	6 Years
Microsoft Hyper-V	6 Years
Network Administration	5 Years
Shoretel/Mitel, On-Prem & Cloud	5 Years
Linux Server Administration	4 Years
Microsoft SQL Server	4 Years

Key Accomplishments:

- Proven disaster recovery and prevention techniques
- Contracted as the Lead IT Project Coordinator for the timely deployment of a nationwide network upgrade for a major mobile network carrier
- Provisioned and coordinated installations of primary and redundant network connections for 300+ restaurants nationwide
- Regularly architecting and deploying complex systems that meet and exceed requirements, while staying well within project budgets and guidelines
- Automated the supply ordering process for 300+ restaurants within the Morgan's Foods organization

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Work Experience:

Mustard Seed Market & Café - Grocery Chain   **Ohio**   *May 2016 - Present*
Systems Administrator
- Maintain all of Mustard Seed's domain, email, security, and data center systems
- Manage the IT Support Team and assign duties based on helpdesk tickets
- Develop systems for the various departments to use in day-to-day operations
- Implemented complex data systems, including MS SQL 2016, ScanMaster POS, BRDATA, On-prem Exchange, Microsoft Remote Desktop Service, Thinclients utilizing PXE Boot
- Provisioned network and telephony upgrades company-wide
- Despite leaving full-time employment with Mustard Seed Market & Café, I have maintained a good working relationship with them and still perform duties on a project by project basis as well as a consultant for my successor

Robert Half Technologies &
Morgan's Foods, Inc. - YUM! Brands Franchisee   **Ohio**   *October 2014 - May 2016*
Technical Support Specialist
- Worked with various departments to update and maintain the in house software packages
- Maintain and administer all of Morgan's Foods domain, email, and data center systems
- Provisioned and coordinated installations of primary and redundant network connections for all restaurants nationwide
- Designed and implemented various telephony, backup, and network solutions under the supervision of the IT Director

IT Consultant
- I was on temporary assignment at Morgan's Foods, Inc. through Robert Half Technologies until hired on full time in January 2015

Global Wifi Solutions - Network Consultants   **Ohio**   *April 2014 - September 2014*
Lead IT Project Coordinator (Contracted for the project)
- Ensured the timely completion of multiple ongoing projects for a major mobile network carrier
- Reported directly to clients on their ongoing and upcoming projects
- Checked the quality of all work completed by all field technicians

Apple American Group - Applebee's Franchisee   **Ohio**   *January 2007 - April 2014*
Assistant Restaurant Systems Manager
- Managed and maintained restaurants' computer systems in the Northeast Ohio market
- Installed and maintained restaurants' surveillance systems
- Performed emergency maintenance on all front and back of house KDS, POS, and surveillance computer systems

Education:

Kent State University   Spring 2012
Bachelor of Science, Computer Science

References:

Available upon request

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Further Considerations:

More detailed information is available on my web page at https://shipley.life.

Please feel free to contact me with any questions that you may have.

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