

Joshua Souder

Smyrna, Delaware, United States



Joshua.Souder@protonmail.com



302-397-1962



<https://www.thered.tech>

Summary

As an experienced IT professional with almost 3 years of experience, I am passionate about technology and dedicated to continuously improving my skill set. I have a proven track record of learning new skills quickly and applying them effectively in a range of IT environments.

In my current role as an IT Specialist, I am responsible for imaging new computers and laptops, ensuring proper device configuration, and troubleshooting hardware and software issues. I oversee asset management for new equipment and work with both cloud and on-premise applications. I also act as a second for our AV tech and Application specialist, providing support as needed, and am on-call every 3rd month for a whole month for 24-7 IT support. I was also awarded Employee of the month after only 3 months of employment.

In my previous role as a Help Desk Technician at Safecor Health, I gained expertise in basic hardware and software troubleshooting, image deployment, and server and terminal session work. I also qualified new production equipment, created documentation on ticket solutions, and managed the company's malwarebytes antivirus.

As a Kitchen Supervisor for Grotto Pizza, I developed strong leadership skills and a deep understanding of restaurant operations, including ordering, food preparation, and food safety practices.

Throughout my career, I have demonstrated a passion for learning new skills and staying up-to-date with the latest developments in the IT field. I am committed to continuously improving my knowledge and skills, and I am always eager to take on new challenges and opportunities that allow me to do so.

Overall, my diverse skill set, passion for technology, and dedication to professional development make me an ideal candidate for a range of IT roles.

Experience



IT Specialist

Bally's Dover Casino Resort

Sep 2022 - Present (8 months)

As an IT Specialist at Bally's Dover Casino and Resort, I play a critical role in ensuring that all technology systems and equipment are up and running efficiently. I am responsible for;

- Imaging new computers and laptops to company standards, working closely with other teams to ensure that all devices are properly configured.
- I answer the help desk help line, answer and put in tickets,
- I Perform hardware and software troubleshooting to identify and resolve issues as they arise.
- I am also responsible for imaging, deploying, and troubleshooting POS equipment, as well as setting up POS equipment for special events.

As part of my role I manage asset management for all new equipment, ensuring that all devices are properly tracked and accounted for. I work with both cloud and on-premise applications and

troubleshoot them, as well as being relied on as a 2nd for our AV tech, and a 2nd for our Application specialist. I am on-call every 3rd month for a whole month for 24-7 IT support.

In recognition of my hard work and dedication, I have won Employee of the Month in my first 3 months of employment. Overall, my experience at Bally's Dover Casino and Resort has allowed me to develop a strong foundation in IT support and troubleshooting, as well as in managing essential systems and processes in a fast-paced, high-pressure environment.



Security Officer

Securitas Group

Jun 2022 - Sep 2022 (4 months)

- Responsible for monitoring and controlling access to the property by checking in and out trucks, ensuring they have proper authorization and are not carrying any illegal or prohibited items, as well as leaving with the correct trailer.
- Maintaining security and safety of the property by conducting regular patrols
- Responding to emergencies, incidents, and alarms, and taking appropriate actions to mitigate risks and ensure the safety of people and property.
- Collaborating with local law enforcement and emergency services to handle potential threats or incidents and ensure proper communication and coordination.



Help Desk Technician

Safecor Health

May 2021 - Jul 2022 (1 year 3 months)

As a Help Desk Technician at Safecor Health, I was responsible for providing technical support to employees via the help line and putting in tickets to resolve their issues. I performed basic hardware and software troubleshooting to identify and resolve common problems, ensuring that all systems were up and running smoothly.

In addition, I imaged new laptops to site standards, working with Windows servers and terminal sessions through Ncomputing to ensure that all devices were properly configured. I also qualified new production equipment and created documentation on ticket solutions to improve the efficiency of our support processes.

As part of my role, I managed the company's Malwarebytes antivirus and ensured that all systems were protected against potential threats. I also managed the creation and deletion of company emails, email groups, and inboxes to ensure that all communication channels were secure and well-maintained. I managed our Windows Print server, adding and deleting printers as necessary and finding correct universal drivers for all printers.

Overall, my experience as a Help Desk Technician at Safecor Health allowed me to develop a strong foundation in technical support and troubleshooting, as well as in managing essential systems and processes.



Line Cook

The Ohio State University

Mar 2017 - May 2021 (4 years 3 months)

As a Line Cook at Sloopy's Diner, I play a crucial role in ensuring that our customers receive delicious, high-quality meals in a timely and efficient manner. One of my key responsibilities is to train new student cooks, ensuring that they are knowledgeable about our menu and food preparation techniques.

On a daily basis, I cook hundreds of meals to order, ensuring that each dish is prepared according to the customer's specifications and that all food safe practices are being observed. I also conduct regular inventory checks of prepped items, ensuring that we always have the necessary ingredients on hand to meet customer demand.

As a Line Cook, I collaborate closely with other members of the kitchen staff to ensure that all dishes are prepared and served on time. I am committed to maintaining a clean and organized kitchen environment, and I work diligently to ensure that all equipment and utensils are properly sanitized and stored after use.

Overall, my experience as a Line Cook at Sloopy's Diner has allowed me to develop a strong foundation in food preparation, inventory management, and customer service. I take pride in my ability to work well under pressure, and I am always eager to learn new techniques and take on new challenges in the kitchen.



Deliver Driver Supervisor

Cottage Inn Pizza Corp.

Jul 2017 - Mar 2019 (1 year 9 months)

As a Delivery Driver Supervisor for Cottage Inn Pizza, I was responsible for overseeing all aspects of the delivery driver team, from hiring and firing to scheduling and training. This included conducting interviews, creating schedules, and training new drivers on best practices for safe and efficient delivery.

In addition to my supervisory responsibilities, I also delivered pizzas myself, ensuring that all orders were fulfilled promptly and accurately. I worked closely with my team to coordinate delivery times and ensure that all deliveries were made in a timely and efficient manner.

As a Delivery Driver Supervisor, I was committed to upholding high standards of quality and safety in all aspects of the job. I was responsible for ensuring that all drivers were properly trained and equipped with the necessary skills and knowledge to succeed in their roles.

Overall, my experience as a Delivery Driver Supervisor for Cottage Inn Pizza allowed me to develop strong leadership skills and a deep understanding of the needs of a fast-paced restaurant environment. I enjoyed working with my team to provide high-quality service to our customers, and I am proud of the contributions that I made to the success of the business.



Kitchen Manager

Grotto Pizza

Jun 2014 - Aug 2016 (2 years 3 months)

As a Kitchen Supervisor for Grotto Pizza, I am proud to have been promoted to this position at just 18 years old, becoming the youngest supervisor in the company's history. This achievement speaks to my dedication and hard work, as well as my deep knowledge of food service and kitchen management.

In my role, I am responsible for managing and overseeing all aspects of food preparation and service in the kitchen, including ordering food supplies, managing and training 3-4 cooks per shift, ensuring that all food safety practices are being upheld, and cooking food to order for hundreds of guests per day.

Despite my young age, I have developed strong leadership skills and a deep understanding of the needs of the kitchen and the restaurant as a whole. I work closely with my team to ensure that all dishes are prepared and served in a timely and efficient manner, while also maintaining high standards of quality and cleanliness.

Overall, my experience as a Kitchen Supervisor for Grotto Pizza has allowed me to develop valuable skills and knowledge, as well as a passion for delivering the best possible experience to our guests. I am committed to continuing my growth and development in this role, and I am eager to take on new challenges and opportunities as they arise.

Education



The Ohio State University

Bachelor's degree, Security and intelligence

Sep 2016 - May 2021

Licenses & Certifications



CompTIA A+ - CompTIA

Issued Oct 2022 - Expires Oct 2025

Skills

Windows • Office 365 Administration • Computer Hardware and Software Troubleshooting • Windows Server • Virtualization • Scripting • OS imaging • Ticketing Systems • Computer Forensics

Honors & Awards



Employee of the Month - Bally's Dover Casino Resort

Dec 2022

Was named, December 2022 Employee of the Month at Bally's Dover Casino Hotel and Resort. I was selected for the award after only three months of employment, through a unique selection process involved recommendations from both managers and coworkers.

I was informed that besides the multiple recommendation from my coworkers the main reason I was given the award was how much I was able to accomplish and the amount of responsibility I proved I could handle only after a few weeks of my employment. Such as covering weekend shifts alone, and being solo on-call for IT tech support before my probationary period was up.