




# Joseph Moss

IT SUPPORT SPECIALIST

## CONTACT

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 [www.joermoss.com](http://www.joermoss.com)

## EDUCATION

**Valencia College**

A.S. in Computer Information Technology

## PROFESSIONAL CREDENTIALS

Certified Computer Information Technology Specialist

Certified Computer Information Data Specialist

## SKILLS

Computer Maintenance Essentials

Network Essentials

Windows XP, 7, 8, 8.1, 10

Local Area Networks

Network Security

VMware and Virtual Machines

Printer Maintenance

Microsoft UAC

Install & Configure Windows Server

Implement and Secure a Small Network

A+ Concepts (Hardware & Software)

Database Management Systems

Network Services & Topologies  
Connecting Devices

Programming Concepts (C#)

Windows Server 2012

## PROFESSIONAL EXPERIENCE

### ● **Joermoss.com**

**Private Consultant • Jan 2021 - Present**

- » Provide troubleshooting, repairs, updates, support, and maintenance for all IT functions for customer-oriented experiences
- » Consulting and support for customers in need of technical assistance with building and updating websites

### ● **Mosyle**

**IT Support Specialist • Sept 2021 - Dec 2021**

- » Provide Mobile Device Management support and troubleshooting for Apple/Mac devices through multiple channels (phone, email, web-based ticketing system, and Help Center content)
- » Investigate, test, and resolve technical support issues, as well as communicate and support feature updates and developments with knowledge of MDM solutions, relevant software computer applications and equipment

### ● **The Local Butcher and Market**

**Shift Supervisor • June 2015 - Jan 2021**

- » As keyholder, supervise daily operations, product ordering, train employees, and meet drawer count
- » Log QuickBooks & Excel spreadsheets, interpret reports, and email updates on daily proceedings with Word
- » Provide troubleshooting, repair, support, and maintenance in IT functions using Microsoft 10 and Micros POS

### ● **Orlando Acrylics, LLC**

**Proprietor • Jan 1997 - Dec 2015**

- » Professional concrete enhancements and repairs through the use of various acrylic applications
- » Cut paychecks, log hours, provide transportation, deliver & receive invoices, and purchasing
- » Customers throughout Central Florida include: All Seasons, Dixie, Artesian, Atlas, Bob's, Osgood, Premiere, Beazer Homes, Pools by Bradley, Water Works Construction, and many others