

Joseph Moss

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Summary

I bring strong customer service skills and valuable soft skills—including empathy, time management, and excellent written and verbal communication—gained through my experience in retail. My ability to recognize patterns and provide quick, clear solutions can help drive the company's success. I am passionate about supporting others with their IT needs and eager to expand my knowledge and leveraging my skills within a professional IT environment.

Education

A.S. in Computer Information Technology – Valencia College

Professional Credentials

CompTIA A+ Certified - GKHKP2DTEJBE12S7

Certified Computer Information Technology Specialist

Certified Computer Information Data Specialist

Skills

- Computer Maintenance Essentials
- Network Essentials
- Windows XP, 7, 8, 8.1, 10, 11
- Install, Administer, Troubleshoot, and Secure Windows, Linux, & MacOS
- Website Development
- Database Management Systems
- Local Area Networks
- Network Security
- Apple iOS, iPadOS, AppleWatchOS, MacOS
- Programming Concepts (C#)
- Social, Legal, Ethical Issues in IT
- Microsoft 365
- VMware and Virtual Machines
- Printer Maintenance
- Computer Fundamentals and Applications
- Microsoft UAC
- Install & Configure Windows Server
- Apple School Manager & Apple Business Manager MDM
- Implement and Secure a Small Network
- Raspberry Pi, Pi-Hole
- Network Services & Topologies
- IT Project Management
- Install, Configure, Upgrade, and Replace Computer Components
- Windows Server 2012

Professional Experience

Private Technical Consultant

joermoss.com

Jan 2021 – Present

- Provide troubleshooting, repairs, updates, support, and maintenance in IT functions for customer experiences
- Consulting and support for customers in need of technical assistance through volunteering opportunities

IT Support Specialist

Mosyle

Sept 2021 – Dec 2021

- Provide Mobile Device Management support and troubleshooting for Apple/Mac devices through phone, email, web-based ticketing system, and/or 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

Shift Supervisor

The Local Butcher & Market

June 2015 – Jan 2024

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

Proprietor

Orlando Acrylics

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