




Josh Colavito

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Skills

Front-end

Javascript, React.js, HTML, CSS, MaterialUI, Bootstrap 5

Back-end

Node.js, Express, MongoDB, Axios

Professional Experience

01/2020 – present
Melville, NY

Evero Corporation, *Level II Network Administrator / Help Desk Technician*


- Worked with a wide variety of clients, supporting diverse networks and varying use-cases across multiple industries. Supported Windows Server 2012/2016/2019, Windows 10, O365, Exchange, and Sonicwall.
- Created PowerShell scripts to automate common processes across several customer networks.
- Handled roughly thirty calls on a daily basis, logging and documenting the resolution process through the Connectwise ticketing system.
- Worked within the help desk team to troubleshoot and plan long-term projects and system upgrades.
- Assisted with the training of more recent employees by providing guidance and insight on processes and procedures.
- Dispatched to client sites to provide hands on service and deployment of remote capable machines during the COVID-19 outbreak, allowing business continuity for our clients.

08/2019 – 03/2020
Farmingdale, NY

Sakki Computers, *Desktop Technician*

- Assessed and repaired a variety of software and hardware issues on Windows machines
- Ensured customer satisfaction by explaining repairs in a simple and understandable manner
- Advised end users on appropriate followup and methods of avoiding similar issues in the future

Projects

Dungeon Master's Toolbox, *React.js, Express, MongoDB, Auth0* 

A full-stack application, featuring a fully-functional hosted MongoDB database that runs through an Express server. The front-end is constructed in React and utilizes Material-UI for the visual component. It is secured with authentication on the front-end and back-end utilizing Auth0.

Certifications

CompTIA

A+, Network+

Amazon Web Services

Certified Solutions Architect Associate (SAA-C02)

Education

University at Albany, State University of New York, *Bachelor of Science in Informatics*
Concentration: Information Technology