



# Joshua Theophilus

M. joshua.theophilus47@gmail.com

C. 443-509-9752

Baltimore, MD 21206

Sec+ | CCNA | Network+ Certified

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## Summary

Computer Networking Certified professional with an Associate Degree in Computer and information systems security. Possess exceptional troubleshooting skills. Pursuing a bachelor's degree in Computer Networking & Cybersecurity. Seeking an IT Support position with room for growth and advancement.

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## Skills

- Network configuration
- Problem resolution and User training
- Security systems
- Network operations
- Hardware and software configurations
- Cisco wireless routers and switches
- Firewalls and endpoint security
- Infrastructure planning and design

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## Education and Training

### Bachelor of Science

University of Maryland Global Campus  
Adelphi, MD  
Computer Networks and Cybersecurity  
Expected in 12/2023

### Associate of Applied Science

Baltimore City Community College  
Baltimore, MD,  
Computer and Information Security, 12/2016

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## Experience

### Cisco Meraki

Network Support Intern | San Francisco, CA 05/2022-

- design and install computer networks, connections, and cabling
- troubleshoot system failures and identify issues in the network
- fix problems in LAN infrastructure, testing, packet capture and configuration changes
- evaluate network performance to improve latency
- schedule upgrades and maintenance without interrupting business workflow
- provide technical direction and give training to clients about network systems
- work with support teams to get needed equipment for the networks and systems

### Maryland Board of Childcare

EHR Help Desk (Volunteer) | Owings Mills, MD 12/2020-2022

- responded to requests for technical assistance in person, via phone, chat or email
- diagnosed and resolved technical hardware and software issues
- advised user on appropriate action
- followed standard help desk procedures
- logged all help desk interactions
- administered help desk software
- followed up with users to ensure complete resolution of issues
- identified and escalated situations
- tracked and routed problems and requests and document resolutions
- prepared activity reports
- informed management of recurring problems
- stayed current with system information, changes, and updates
- helped update training manuals for new and revised software and

## Certifications

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- Security+ (2022)
- CCNA (2021)
- Network+ (2020)
- Google IT Tech. Support Cert

hardware

- trained EHR users as necessary

### Forward Vision LLC

*Caregiver | Cockeysville 05/2018 to Current*

- Monitored vital signs and medication use, documenting variances and concerning responses.
- Engaged with patients and families, providing emotional support and instruction in preparing healthy meals, independent living skills and adaptation to disability or illness.

### Baltimore City Community College

*IT Technical Support Representative | Baltimore, MD  
06/2015 to 12/2016*

- Assisted in technical support process refinement to improve customer service and support.
- Installed and configured printers and scanners, resetting default device passwords to prevent cyberattacks.
- Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Performed daily maintenance of computer systems to keep network processes fluid.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.

### Peoples Community Health Centers Inc.

*Accounts Payable Specialist | Baltimore, MD 06/2011 to  
04/2014*

- Analyzed invoice and expense reports, identified variances and researched issues to correct problems and maintain financial compliance.
- Assisted with month-end and year-end closings to support accounting system accuracy.
- Compiled budget documents and monitored costs to maintain control systems.

## Activities and Honors

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- Member, Phi Theta Kappa (2016 - present)
- Engineering & Technology Scholars Award (2015, 2016)