

# Joshua Stuart

## IT PROFESSIONAL

Practiced customer service and an attentive communicator with experience in working abroad and supporting Linux, MacOS and Windows systems. Currently enrolled in UMGC Cybersecurity program and CompTIA Security+ certified. Well versed in Bash, PowerShell, HTML/CSS/JS, Python and SQL.

### TECHNICAL SKILLS

- MacOS, Windows 10/11, & Linux Redhat 7.8, & 9
- Zendesk/Solarwinds
- Datto
- iboss
- Splunk
- o365, G-suite
- Salesforce/ServiceNow
- PHP/WordPress
- HTML/CSS/JavaScript
- Python
- PowerShell, Bash, CSH & ZSH
- Git/Github

### CERTIFICATIONS

- CompTIA Security+
- Delft-FEWSBasic configurations

### LEARNED SKILLS

- Onsite and remote work experience
- IT Solutions for wide array of clients and budgets
- Documentation

### SOFT SKILLS

- Analytical
- Communication
- Time management and prioritization
- Customer service and client oriented
- Reliable
- Detail-oriented
- Problem-Solver
- Adaptable
- Fast learner
- Motivated
- Hard worker

### ACADEMIC BACKGROUND

#### University of Maryland, Global Campus

BS Computer software and Cybersecurity,  
2019 - Present

#### Udemy

The Complete 2022 Web Development Bootcamp,  
2021 - 2022

The Complete Python Bootcamp From Zero to Hero  
in Python, 2023

### EMPLOYMENT HISTORY

#### Linux Administrator

*FedGeek (National Weather Service/ Mar 2024 - Sept 2025*

- Administered and maintained RedHat-based systems across operational environments, ensuring high availability and performance.
- Managed system logs and performed root-cause analysis to identify and resolve issues proactively.
- Configured user accounts, permissions, and access controls in secure environments.
- Applied patches, updates, and security fixes to maintain system integrity and compliance.
- Automated routine system tasks using Bash scripts, reducing manual workload and improving efficiency.
- Worked with Operational site to ensure limited downtime, using backup systems.
- Maintained PostgreSQL databases, ensuring data integrity and resolving inconsistencies.
- Developed and tested backup and disaster recovery procedures, ensuring rapid system restoration.
- Managed Testbed for Kit proofing for Physical hardware and software updates.
- Troubleshoot custom software (CHPS) used in National Weather Service operations.
- Managed Redmine and other NOAA web based wiki pages with updated documentation.

#### Technical Support Specialist

*Concentus / Feb 2020 - Nov 2022*

- Provided on-site and remote IT support for multiple clients.
- Troubleshoot technological issues and solved problems quickly to ensure our client's business operations run smoothly using our help desk ticketing system.
- Installed all new technology for the clients, including computer operating systems, software programs and applications, new desktops, and other computer hardware.
- Administered network and data security, including directory, group policy, firewalls, antivirus, email security, etc to ensure clients were protected from cybersecurity threats.
- Performed regular maintenance for client's phone systems, computer systems, computers, printers, network systems, and any other technical equipment.
- Administered new user accounts, work email addresses, and access levels to new employees to ensure they have everything they need to work efficiently.
- Provided training to new employees and other training sessions as required.
- Created and maintained documentation for procedures and best practices.
- Managed an accurate and up-to-date inventory for multiple client's hardware.

#### Technical Support/Help Desk

*Good Harbor Security Risk Management Consulting / Feb 2011 - Oct 2012*

- Provided efficient onsite and mobile Help desk support to include day-to-day operation, maintenance and problem resolution of all computer systems, equipment and software in the organization at Abu Dhabi and U.S. sites.
- Installed, managed and provided support for hardware, software, and cables.
- Instructed employees on technical orientation and assigned the appropriate equipment.
- Operated as service point-of-contact for IT suppliers.