

Joshua Nichols

📍 Denver, NC

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Profiles

🔗 [Github](#) [in](#) [Josh Nichols](#)

🔗 [Josh Portfolio](#)

Skills

Linux	Windows
Office 365	Active Directory
VM Ware	Networking
Ansible	Git
Docker	Proxmox
Technical Documentation	Webmin
Netdata	Cyberark
Apache Guacamole	Putty
Cisco Finesse	Avaya One-X

Certifications

PC Pro
TestOut
2022
[🔗 Verify](#)

Verified by CompTIA

IT Support Specialization

Google
2023
[🔗 Verify](#)

Information Technology - Computer Tech Integration

Guilford Technical Community College
2023
[🔗 Verify](#)

Network Security & Database Vulnerabilities

IBM
2022
[🔗 Verify](#)

Python 3
Codecademy
2023

C++
Guilford Technical Community College
2023
[🔗 Verify](#)

JAVA
Guilford Technical Community College
2022
[🔗 Verify](#)

Microsoft Security Essentials
Microsoft
2025
[🔗 Verify](#)

Career Essentials in System Administration
Microsoft
2025
[🔗 Verify](#)

Detail-oriented IT professional with hands-on experience in system support, device configuration, and end-user training. Proven ability to manage multiple priorities in fast-paced environments. Eager to leverage technical and leadership skills to drive organizational success.

Education

Guilford Technical Community College	May 2023
Associate In Applied Science - Computer Programming	Associates Degree
3.9	

Experience

Informatic Concepts (Atrium Health Contract)	February 2025 - Present
Information Technology Analyst	Charlotte, NC

- Facilitated seamless transition to Windows 11 for all organizational PCs.
- Upgraded outdated hardware across the organization, improving system performance, and reducing downtime.
- Assembled and configured new computers based on user specifications, ensuring compatibility with existing systems and applications.
- Conducted thorough testing and troubleshooting of hardware to ensure proper functionality, minimizing operational disruptions.

Lowes Home Improvement	February 2022 - February 2024
Associate Technology Support Technician	Mooreville, NC

- Diagnosed system errors and provided solutions for various IT-related incidents.
- Created user accounts and passwords while ensuring data security protocols were maintained.
- Guided on how best to utilize information technology resources to maximize efficiency.
- Identified and resolved technical problems by using established procedures and resources. • Maintained detailed records of repairs completed to track performance trends over time

Hobby Lobby	August 2010 - December 2018
Assistant Manager	Mooreville, NC

- Organized regular staff assemblies to inspire employees, tackle concerns and queries, devise enhancements, and appraise goal achievements.
- Collaborated on creating operational strategies that optimize efficiency and productivity.
- Ensured accurate record-keeping of all sales transactions through the use of point -of-sale systems.
- Oversaw operational tasks such as shif t scheduling and duty assignments.
- Worked closely with management to formulate strategic plans that were instrumental in meeting business objectives.
- Evaluated employee performance to determine areas for growth.

Forsyth County EMS	December 2019 - July 2021
Emergency Medical Technician	Windston Salem, NC

- Experienced in maintaining composure amidst high-pressure, critical situations and skillfully determining task priorities to ensure prompt delivery of life saving medical care.
- Executed consistent checks on equipment and vehicles to uphold continuous, reliable operation.
- Assessed patient condition and promptly administered emergency medication, ensuring quick response and monitoring of any reactions.
- Worked in conjunction with other healthcare professionals to maintain high quality standards of patient treatment.

Lakeland Regional Health	February 2024 - December 2024
EKG Monitor Technician	Lakeland, FL

- Recorded and analyzed test results, identifying any abnormalities and reported findings to physicians.
- Maintain a vigilant watch on patients' cardiac activity by conducting telemetry monitoring.
- Demonstrated strong knowledge of cardiovascular anatomy coupled with comprehensive understanding of medical terminology.
- Maintain detailed patient records and test documentation in compliance with regulations.