

# Joshua G. Leslie

IT Technician Level 2 | Cybersecurity

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Network+: [Credly](#) | Security+: [Credly](#) | A+: [Credly](#)



## PROFESSIONAL SUMMARY

IT Technician Level 2 at Think Unified supporting multi-client environments across Active Directory, Microsoft 365 security, firewalls, VPNs, endpoint management, patching, backup and disaster recovery, and remote monitoring.

Hands-on experience across 40+ client organizations, including Microsoft Defender, Conditional Access, MFA enforcement, and day-to-day infrastructure support, with direct exposure to real-world security operations and incident response.

Contributed to response efforts involving the Termite and Akira ransomware groups, performing containment, investigation, and recovery while bringing strong communication and leadership habits from prior management roles.

## EXPERIENCE

### IT Technician Level 2 | Think Unified (merged with CCSI) | 2024 - Present

- Manage Active Directory environments for 40+ client companies, including user provisioning, Group Policy, and onboarding/offboarding workflows.
- Administer Microsoft 365 security across multi-tenant environments, including Conditional Access, MFA enforcement, and Defender configurations.
- Configure and maintain firewalls, VPNs, patching, endpoint support, backup oversight, and remote monitoring across varied client infrastructure.
- Support response to active incidents involving the Termite and Akira ransomware groups, handling containment, investigation, and recovery.

### Senior Advanced Repair Agent | Geek Squad | July 2022 - March 2024

- Performed advanced diagnostics and repair for hardware and software issues with a consistently high rate of resolution.
- Delivered customer-friendly technical explanations and effective support recommendations.
- Led and supervised a team of 7 agents in a fast-paced service environment.

### General Manager | Wendy's | July 2017 - December 2021

- Led teams, improved operations, and maintained performance under pressure in a high-accountability environment.
- Moved a struggling store from the bottom 10% in the market to a top 10% profitable store in 2020.

### Console Repair Lead | GameStop Refurbishment Center | 2016 - 2018

- Led console repair work while meeting production quotas and quality expectations.

## CERTIFICATIONS

- CompTIA Network+ - Passed 5/23/26 - [Credly verification](#)
- CompTIA Security+ - Passed 5/2/26 - [Credly verification](#)
- CompTIA A+ - Verified credential - [Credly verification](#)

## SKILLS & DEVELOPMENT

**Systems Administration:** Active Directory, Microsoft 365, Windows Server, User Provisioning, Group Policy, Patch Management

**Networking:** TCP/IP, DNS, DHCP, Firewall Configuration, VPN, Network Troubleshooting

**Security:** Microsoft 365 Security, Incident Response, Ransomware Remediation, MFA Enforcement, Threat Analysis

**Platforms:** NinjaRMM, Microsoft Defender, Backup & Disaster Recovery, Hardware Repair, iOS & Android

### Current Development

- TryHackMe
- CyberDefenders
- Plan to take CompTIA CySA+ by end of August

### Education

**Croatian Christian Academy**

GPA: 3.7