



# JOSHUA LESLIE

IT Technician

## PROFILE

Beginning my career in restaurant management, I successfully transitioned into information technology. I am hardworking, passionate about technology and networking, and driven to succeed. As a seasoned Advanced Repair and Troubleshooting Agent, culminating in the role of Senior CIA at Geek Squad, I bring a proven track record in technical support and a knack for creative problem-solving.

My foundation in restaurant management instills a customer-centric approach, complemented by strong communication skills. I am proficient in diagnosing and resolving hardware and software issues, coupled with a solid understanding of system administration, I am eager to apply my technical expertise as a valuable member of a dynamic team, particularly in roles such as Help Desk or Junior System Administrator.

## CONTACT

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## CERTIFICATIONS AND SKILLS

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- COMPTIA A+ Certification
- Windows and Mac Troubleshooting
- IOS and Android Troubleshooting
- E-mail Setup
- Hardware Repair
- Network Troubleshoot

## WORK EXPERIENCE

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### **Geek Squad, Senior Advanced Repair Agent**

July 2022 – Present

- Conducted in-depth diagnostic assessments of hardware and software issues, consistently achieving a high rate of issue resolution
- Collaborated with customers to provide clear explanations of technical issues and offered effective solutions in a customer-friendly manner
- Led and supervised a team of 7 agents, fostering a collaborative and positive work environment

### **Wendy's, General Manager**

July 2017 – December 2021

- Led and managed a team of employees, fostering a positive and collaborative work environment
- Led a struggling store from bottom 10% in the market to a top 10% profitable store for the year of 2020
- Prioritized tasks and responsibilities to meet deadlines and achieve operational efficiency

### **GameStop Refurbishment Center, Console Repair Lead**

2016 – 2018

- Led team in repairing consoles and meeting production quotas

## EDUCATIONS

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- Croatian Christian Academy
- 3.7GPA