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|  | ProfileTechnology professional with expert project planning, computer programming, systems analysis and design, strong leadership and communications skills, and more than twenty years of experience with Information Systems and Management.Skills* Knowledge of distributed processing operations, procedures, and equipment.
* Knowledge of problem solving techniques.
* Knowledge of computers and software.
* Knowledge of the principles, practices and techniques of computer programming and/or computer systems analysis.
* Knowledge of database design.
* Knowledge of storage technologies, memory management, disk arrays, and networking.
* Knowledge of backup and recovery processes.
* Knowledge of incident response and disaster recovery skills.
* Knowledge of Active Directory, firewalls, VPN, and Intrusion detection/prevention systems.
* Ability to process information logically and solve problems.
* Ability to develop training programs related to distributed processing operations and procedures.
* Ability to monitor and resolve problems with distributed computer systems components.
* Ability to identify and define user task needs.
* Ability to communicate effectively.
* Ability to establish and maintain effective working relationships with others.
* Ability to plan, organize and coordinate work assignments.
* Ability to supervise people.
* Ability to write, code, test and debug computer programs.
* Ability to write technical data processing reports.
* Ability to adapt quickly to changing technology.

Experience**Distributed Computer Systems Administrator** (March 2011 – Present)Florida Department of Health in Charlotte County (1100 Loveland Boulevard, Port Charlotte, FL 33980)* Plans, designs, and coordinates a distributed processing system (short and long term) with statewide or area networking in a multi-agency environment.
* Consults with agency administrators and users to conduct information assessments to determine user needs and to define systems requirements.
* Designs and configures a distributed computer systems environment with appropriate hardware, operating systems software, applications software, and communications components to solve business/office problems for a wide area or statewide multi-agency network.
* Conducts research and development in distributed processing and information system technologies to support the planning and enhancement of the statewide distributed computer systems network including hardware, software, and communications resources.
* Administers the designs, codes, tests, and documents computer applications and interfaces applications with existing mainframe applications or data bases.
* Establishes methods and procedures for use of the distributed computer systems including hardware, software, communications, and user training.
* Interfaces with all state agencies distributed systems support groups to ensure the distributed processing plan is consistent with the agency objective, and is compatible with existing applications and security requirements.
* Coordinates and ensures the standard implementation of policies, procedures and systems operations with local computer support personnel.
* Develops hardware configuration plans for distributed processing systems.
* Assesses the effectiveness of hardware, software, and communications performance.
* Ensures equipment is meeting the needs of state agencies as defined in the distributed processing plan and modifies the distributed processing plan as required.
* Evaluates and selects vendor packaged software or custom written packages from agency or external sources when appropriate.
* Coordinates with agency management for the acquisition of and contracting for hardware, software, and services (including maintenance).
* Conducts on-going system audits to evaluate the utility and efficiency of the system's hardware, software, and communications components and the effectiveness of user training programs in meeting management information needs.
* Staff development, including all supervisory duties including, but not limited to, hiring and selection, developing performance plans, conducting performance evaluations, planning and directing, approving leave, and coaching staff.
* Accounts for all State and County owned property.
* Coordinates internet and intranet site development with content owners.
* Develops and Designs web pages.
* Assembles and uploads content.
* Ensures all pages meet ADA compliance.

**Distributed Computer Systems Specialist** (November 2009 – March 2011)Florida Department of Health in Charlotte County (514 East Grace Street, Punta Gorda, FL 33950)* Consults with users and assists the Distributed Computer Systems Analyst in conducting information assessments to define user needs and systems requirements.
* Assists the analyst in the design and configuration of a distributed computer systems environment with appropriate hardware, operating systems software, applications software, and communications components to solve business/office problems for the local area networks.
* Assists the analyst in establishing methods and procedures for use of the distributed computer systems including hardware, software, communications, and user training.
* Installs and implements distributed computer systems hardware, software, and communications components including enhancements and upgrades.
* Determines appropriateness of installing existing operating systems and applications software based on the local area networks' specific work function, volume of work, and systems storage capacity.
* Edits and modifies configuration files for the distributed computer operating systems software, applications software, and for communications with other computers, printers, and other peripheral equipment.
* Serves as a liaison with vendors to provide for special requirements for hardware and communications components such as building modifications, air conditioning, electrical or cabling requirements.
* Monitors the use of software and hardware throughout the network and provides for on-going identification and resolution of user needs.
* Conducts on-site system reviews to evaluate user compliance to system standards and procedures.
* Analyzes and resolves hardware, software, and communications problems using diagnostic software and/or technical trouble shooting processes.
* Performs on-going networking audits to maintain system security and integrity.
* Operates equipment in conjunction with the Distributed Computer Systems Analyst to test new programs.
* Conducts on-going support to identify methods/techniques for improving the use of existing hardware, software, and documentation.
* Assesses the effectiveness of hardware, software, and communications performance and coordinates with the analyst for improvements.
* Assists the analyst in the development and coordination of a distributed processing plan (short term and long term) for the local area networks.
* Monitors the software used to ensure that it is meeting the need of the local area networks.
* Maintains operating records relating to system production, performance and deficiencies.
* Maintains an inventory of the networks' distributed processing hardware, software, and training including serial numbers, property numbers, level of software, type of training and to whom provided.

**Systems Administrator** (September 2004 –November 2009)Daystar Communications (18215 Paulson Drive, Port Charlotte, FL 33954)* Designs and configures a hosting environment with appropriate hardware, operating systems software, applications software, and communications components to deliver hosted solutions to business customers.
* Conducts research and development in hosting systems and internet services technologies to support the planning and enhancement of hosted solutions including hardware, software, and communications resources.
* Installs and implements hosting systems hardware, software, and communications components including enhancements and upgrades.
* Administers the designs, codes, tests, and documents hosted solutions and web applications, and interfaces solutions with existing hosted solutions, services, applications, and/or databases.
* Develops hardware configuration plans for hosting systems.
* Analyzes and resolves hardware, software, and communications problems using diagnostic software and/or technical trouble shooting processes.
* Ensures equipment is meeting the needs of business customers and modifies hosting systems as required.
* Evaluates and selects vendor packaged software or custom written packages from external sources.
* Serves as a liaison with vendors to provide for special requirements for hardware and communications components such as building modifications, air conditioning, electrical or cabling requirements.
* Coordinates with management for the acquisition of and contracting for hardware, software, and services (including maintenance).
* Conducts on-going system audits to evaluate the utility and efficiency of the hosting system's hardware, software, and communications components.
* Installs and upgrades Relational Database Management Systems (RDBMS).
* Creates, archives, and modifies databases.
* Secures, controls, and monitors user access to the database.
* Backs up and restores databases.
* Optimizes database performance.
* Assists network engineers with developing and implementing Virtual Private Networks, firewalls, and intrusion detection/prevention systems.
* Maintains security solutions including Virtual Private Networks, firewalls, anti-virus solutions, and intrusion detection/prevention systems.
* Investigates actual or potential information security incidents.
* Reviews new hosting system designs and major modifications for security implications prior to implementation.
* Collaborates with the Engineering Team in identifying network and system vulnerabilities, and the appropriate solutions to eliminate or minimize their potential effects.
* Assists the Engineering Team with designing and implementing business backup/recovery systems.
* Administers and maintains backup/recovery systems and disaster recovery plans.
* Plans, implements, maintains, and administers terminal services for employees.

**Technical Administrator** (February 2003 – September 2004)Daystar Communications (18215 Paulson Drive, Port Charlotte, FL 33954)* Analyzes and resolves communications issues with Ascend MAX Remote Access Servers using technical trouble shooting processes.
* Escalates communications issues to the Engineering Team and coordinates repair efforts when appropriate.
* Edits and modifies configuration files for the Ascend MAX Remote Access Servers.
* Monitors mail server and mail gateway queues, troubleshoots mail delivery issues, modifies mail server and mail gateway configurations, upgrades mail server and mail gateway applications, and acts as a liaison with the application vendor to resolve service/application issues.
* Creates, modifies, and deletes DNS records for hosted solutions.
* Assists the Systems Administrators with coding, testing, and documenting web applications, and with interfacing solutions with existing hosted solutions, services, applications, and/or databases.
* Assistant to the Technical Support Department Manager.
* Serves as a liaison between the Engineering Team and the Technical Support Department, reporting/communicating global issues, and coordinating the troubleshooting and repair efforts.

**Technical Support Representative** (February 2002 – February 2003)Daystar Communications (18215 Paulson Drive, Port Charlotte, FL 33954)* Provide Technical Support to Dial Up Customers
* Troubleshoot & Repair software issues dealing with Microsoft Components
* Provide training to Realtors on functions of the MLS Software
* Monitor Network Operations (NOC)
* Troubleshoot DSL, Telecom and Email issues

EducationFlorida South Western State College (5/2017)* Associates of Science, Internet Services Technology
* GPA: 3.91

Charlotte Vocational Technical Center (12/1998 – 12/1999)* Support Tech/Help Desk Certificate
* PC Electronics Installer Certificate
* Field Service/PC Technician Certificate
* Computer Support Specialist/LAN Tech Certificate

Desoto County High School (5/1998)* High School Diploma

Achievements**Associate in Science Computer Programming and Analysis Honors** * GPA: 3.91
* May 5, 2017

**Computer Programmer Certificate** * May 5, 2017

**Information Technology Support Specialist Certificate*** June 22, 2016

**Phi Theta Kappa Honor Society** * Alpha Tau Eta Chapter
* Member # 201885680
* February 9, 2016

**Certificate of Achievement for Academic Excellence in Computer Science** * Date of Achievement: April 22, 2015

**Microsoft Technology Associate: Windows Server Administration Fundamentals** * Date of achievement: 04/30/2015

 **Microsoft Technology Associate: Windows Operating System Fundamentals** * Date of achievement: 04/30/2015

**Microsoft Technology Associate: Security Fundamentals** * Date of achievement: 04/30/2015

**Microsoft Technology Associate: Networking Fundamentals** * Date of achievement: 04/30/2015

**CompTIA A+*** CompTIA License 2C3KPNXDTGVESLXH
* November 2013 to November 2019

**Florida Department of Health Leadership Training** * June 12, 2012

**DWB & Associates Leadership Development Course** * April 23 - 25, 2012

**Basic Supervisor Training** * March 7, 2012

**FEMA ICS 808 - Emergency Support Function (ESF) #8 Public Health and Medical Services** * June 21, 2012

**FEMA ICS 200.b - ICS for Single Resources and Initial Action Incident*** June 21, 2012

**FEMA ICS 400-Advanced Incident Command System Command & General Staff: Complex Incidents** * March 9, 2012

**FEMA ICS 300-Intermediate Incident Command System for Expanding Incidents** * September 8, 2011

**FEMA ICS 100.b-Introduction to Incident Command System** * August 4, 2011

**Hurricane Irma Special Needs Shelter (SpNS) - Performance Ratings** * September 26, 2017
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|  | *References available upon request.* |