Joshua Flores

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Versatile IT professional with over 6 years of experience in technical support, administration, and development. Skilled in resolving complex technical issues across various systems and technologies, with experience with Microsoft, Azure, and AWS. Focusing on Power BI, SQL, Python, Azure, and Linux to leverage data driven insights. Interested in database administration, system administration, cloud administration, and software engineering roles. Currently pursuing a Cloud Computing B.S. at Western Governors University.

Experience Synopsis

- 2+ Years of SQL experience. (WellMed Medical Management inc., and Prime Web Design)
- Power BI experience. (WellMed Medical Management Inc.)
- 4+ years of Excel experience. (WellMed Medical Management inc., Tri-Star staffing, and Prime Web Design)
- 4 years of helpdesk support experience
- Certified Power BI Analyst, CompTIA Network+, CompTIA Security+, and CompTIA Data+

Professional Experience

WellMed Medical Management Inc., San Antonio, TX   **Nov 2023 - Present**
Technical Support Analyst

- Provided thorough ServiceNow tickets notes and managed a service queue. Wrote and updated many knowledgebase articles with clear workflows, graphics, and technical writing for users and agents, with regular communications and timely updates.
- Supported Citrix, VMWare Horizon Client workspaces, Cisco Secure Client VPN, Network appliances, Windows devices, android devices, and iOS devices using PowerShell, Command Prompt, and various admin portals.
- Active Directory access management and MS365 administration for devices and users over a diverse estate. Utilized Tableau reports, Power BI reports, Excel reports, log files, and ticket records to resolve issues, and complete services requested by users.
- Developed automation solutions for bulk administrative tasks using PowerShell to integrate components from Active Directory, MS Graph, ServiceNow API, SharePoint, and Power Apps.
- Wrote SQL queries to transform data for Power BI reports. Utilized Excel for analysis and preparation of data for Power BI reporting.
- Piloted a project for the support and integration of MFA adoption of various services to meet business needs and security compliance.
- Developed documentation MS Word, PowerPoint, and Visio for agents, end users, and management for the support of security compliance. Provided concise and relevant information and guidance for the role of the user.

Tri-Star Staffing, San Antonio, TX   **Mar 2020 – Nov 2023**
Help Desk Support

- Guided banking customers through changing technologies, resolved technical issues, and escalated tickets for other specialized departments, all while keeping thorough notes. Utilizing and contributing to Excel reports to resolve users' issues and provide data insights.
- Utilized ServiceNow ticketing and RDP to diagnose, troubleshoot, resolve, and escalate technical issues. Primarily with Windows 8/10, Android, iOS, Office 365, and various vendor services.

Prime Web Design, San Antonio, TX   **Apr 2018 – Jul 2019**
Freelance Web Developer

- Developed design elements, wireframes, and themes for WordPress based websites using Figma, Adobe Photoshop, illustrator, HTML, CSS, JavaScript, and WordPress plugins. Migrated live production resources to new hosting and managed MySQL databases for LAMP stack development.
- Optimized mobile first, multi-platform, UX, UI, PageSpeed, business functionality, and resolved any issues with the tools and services such as domain controllers, DNS records, web server log files, SSL certificates, and third-party integration.

- Configured Google Search Console for SEO data and Google Analytics reports and dashboards. Configured Google Ad Sense, Facebook Ads , and Mailchimp campaigns for targeted AB testing and broader campaigns.
- Gathered requirements from clients for feature and design updates using Dynamics 365 CRM. Provided technical support to clients through email and phone, by guiding clients through workflows and features.

Personal Project Experience (Github.com/JFloresTech)

Hybrid ADDS Entra AD Connect on Red Hat Enterprise Linux
- Azure Entra AD connected to an on-premises ADDS hosted on a Windows 2022 KVM guest on Azure Arc configured RHEL 9.4 host.
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Power BI, SQL Server, Azure, PowerShell, GitHub Actions
- Power Bi report from open-source data, imported to SQL Server using T-SQL to extract, transform, and load the data upstream of the report using UDF, stored procedures and views. Integrated SQL Server authentication with Azure Entra AD and Azure Arc.
- Created CI/CD GitHub Actions for simplified Power BI and SQL Server deployment and source control.

EDUCATION

Bachelor of Science in Cloud Computing   **In Progress, Expected July 2025**
Western Governors University

Bachelor of Science in Physics   **Fall 2013 – Summer 2017**
Texas A&M University – College Station
- 90 hours towards a degree

Certifications
- CompTIA Network+
- CompTIA Security+
- CompTIA Data+
- ITIL v4 Foundations
- Azure Administrator Associate (AZ-104)
- AWS Solutions Architect Associate
- Power BI Analyst (PL-300)
- Azure Database Administrator (DP-300)