JOSHUA GAROFALO

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☎ 716-450-3902

📍 Falconer, NY 14733

PROFESSIONAL SUMMARY

Savvy expert experienced in troubleshooting computer hardware and software issues in customer-focused environments. Possesses comprehensive knowledge of standard operating systems, networking protocols and technical support procedures. Skilled in identifying and resolving complex technical problems.

SKILLS

Amazon Web Services
- S3, Glacier, CloudFront

Web Development
- HTML/CSS
- WHM/Cpanel
- WordPress/Beaver Builder
- Big Commerce Shopping Cart
- Technical SEO
- Multi-Channel E-Commerce

Desktop Support
- Troubleshooting
- Cyber Security
- Office 365
- Patch Management
- Technical Writing

CERTIFICATIONS

Google IT Support Professional

Certifications In Progress
AWS Cloud Practitioner
(ISC)2 Candidate CC
ELearnSecurity Junior PenTester

EDUCATION

Jamestown Business College
Jamestown, NY • 2004

A.A.S: Business Administration I.T.

INTERESTS

- Digital Forensics
- Penetration Testing

WORK HISTORY

Bhaeko LLC - **Owner**
Falconer, NY • 12/2013 - Current
Own and operate a consulting company providing Web Development, SEO, tech support for various businesses, individuals, and local gov. Also run a successful Amazon Business 238K Sales past 12 months.

Fruit Ridge Tools - **E-Commerce Technical Lead**
Jamestown, NY • 08/2005 - 08/2021
Optimizing our products listed on multiple sales channels: Amazon, Walmart, & fruitridgetools.com etc. Formatting information into structured data so listings are searchable, informative to reduce customer emails, and that our data feeds are compliant. Coordinating with warehouse manager making sure inventory processed, priced, photographed, and listed. Actively looking for processes that can be automated. Monitoring that shipments are profitable. Providing customer quotations primarily of electrical and home improvement products, and various automotive OEM and aftermarket. Created procedure manuals. Providing Desktop Support for hardware and various software packages for all employees. Disaster Recovery planning, and educating employees on basic cybersecurity principals.

Significant Projects:
- Adding EXIF IPTC Data to 25k Images
- Photo Hosting Migration to S3 0% Downtime
- Custom CSS to Modify BigCommerce Template

EastWest Network - **Systems Analyst**
08/2004 - 02/2005
A startup network marketing company, I provided technical support to end users, priced out equipment, and suggested vendors. Unfortunately the company closed before I was truly able to implement any long term processes.

Falconer Fire Dept - **Volunteer Firefighter/EMT**
12/2003 - Current
Responded to emergency medical calls to perform lifesaving procedures and other emergency medical services and documented actions to maintain accurate records. Served has EMS Lieutenant in the past.

Technology Support - Plan and support all information technology needs, NAS, PC, Laptops, Security System, Cloud Support