

Joshua Anstead

IT Engineer

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Professional Summary

Action-oriented IT professional with extensive experience managing and maintaining technology systems across multi-location environments. Proven expertise in ensuring uptime and availability of production-critical systems, optimizing infrastructure, and driving process improvements. Adept at leading IT teams, managing vendor relationships, and implementing network and cloud-based solutions. Recognized for delivering measurable results and aligning IT strategies with organizational goals.

Professional Experience

IT Support Specialist, Programmer (Data Systems & BI Solutions Architect)

HarperLove Adhesives Corp, Charlotte, NC | April 2021 – August 2024 | 100+ Users | Level 3 Support

IT Administration & Infrastructure Management

- Administered **Microsoft 365** in a hybrid domain environment integrating **VMWare Esxi, Linux Ubuntu, Windows Server/AD, Azure/Entra, Exchange, and PowerShell**.
- Designed and maintained a **SharePoint portal** to enable project progress tracking, improving collaboration and transparency across departments.
- Oversaw network infrastructure using **Cisco CLI** for Catalyst L2/L3 switches, **Meraki firewalls/routers**, and **wireless access points (WAPs)**.
- Enhanced infrastructure security with **Arctic Wolf MDR, Cisco AMP Endpoint Protection**, and **FTM firewalls**, complemented by **KnowBe4 Phishing Email Recognition Training**.
- and improving operational efficiency.

POS System Optimization

- Streamlined POS systems by programming barcode readers, integrating ERP systems, and configuring Zebra printers to enhance shipping, billing, and inventory accuracy.
- Developed middleware solutions using VBA/RPA scripts to enable real-time data synchronization, reducing processing errors

Telecommunications & Device Management

- Administered **Mitel VoIP server** and **Verizon Business phone systems** for Samsung and iPhone devices.
- Managed **MDM solutions** to enable remote wipe, content control, and secure management of mobile devices.

Business Intelligence & Reporting

- Delivered advanced BI dashboards that empowered stakeholders with actionable insights, enhancing decision-making and increasing operational efficiency.
- Developed and maintained reporting solutions using Power BI, SSRS, and SAP Crystal Reports.

Database Administration & ERP Development

- Managed databases with **SAP ERP, MS SQL Server Enterprise Edition** and **PhpMyAdmin** for high-performance enterprise solutions.
- Designed and maintained ad-hoc ERP solutions using **C#, VB.NET**, and **Visual Studio Professional** to meet evolving business needs.

Website & Web Applications Development

- Maintained the company website hosted on **GoDaddy Linux webhosting**, ensuring availability and performance.
- Developed and supported web applications for external field technician collaboration using **PHP Laravel, HTML5, CSS3, React.js, phpMyAdmin**, and **MySQL**.

Expense Management & Budgeting

- Managed an annual IT budget of \$375,000, including Professional Fees and Dues & Subscriptions, ensuring efficient allocation of resources.
- Matched devices and software tiers to organizational needs, eliminating unnecessary spending and prioritizing impactful solutions that improved ergonomics and redundancy.

Disaster Recovery & Business Continuity

- Planned and conducted disaster recovery simulations, reducing downtime by 40% during critical events.
- Implemented multi-tiered backup and recovery strategies utilizing NAS, cloud storage, and colocation data centers for redundancy.

Leadership & Vendor Collaboration

- Led cross-functional teams and worked with vendors to implement IT solutions, including MDR solutions, BaaS, SDWAN, DUO MFA, and Pen Testing with RSA.
- Presented strategic proposals and collaborated with C-level executives, integrating leadership vision into IT solutions to secure buy-in for critical initiatives.

Process Improvement & Auditing

- Managed concurrent IT projects while maintaining systems for over 100 users, ensuring timely delivery and increasing team productivity by 20%.
- Modernized legacy systems to improve performance, security, and maintainability.
- Conducted routine end-to-end audits of IT infrastructure and data solutions, identifying and addressing configuration issues and inventory discrepancies.

Hardware Installation & Facility Management

- Installed and maintained hardware, including computers, printers, servers, scanners, cameras, networking equipment, UPS systems, and humidity control devices.
- Oversaw RF tag-based door locks and converted security systems to role-based access control.
- Managed onboarding and offboarding processes, ensuring smooth transitions and secure access management.

Technical Support & Incident Management

- Collaborated with C-level executives across three organizations, presenting strategic IT proposals and integrating leadership vision into IT solutions.
- Acted as the primary escalation point for critical IT issues, resolving complex incidents through root cause analysis and system hardening, reducing recurring issues by 30%.
- Reduced communication fatigue by creating SharePoint service portals for asynchronous communication, enabling users to track requests and updates independently.
- Presented strategic proposals and executed IT solutions aligned with organizational goals, fostering executive buy-in.
- Utilized **Zendesk**, **ScreenConnect**, **Intune**, and **Remote Event Viewer Access** for efficient ticket resolution and system monitoring.
- Performed root cause analysis to implement preventive measures, including training, enhanced monitoring, alerting, and system hardening, to minimize recurring incidents and improve operational resilience.

Organization, Time Management, Prioritization

- Delivered 15+ concurrent IT projects on schedule and within budget while maintaining systems for over 100 users.
- Improved user communication by creating SharePoint portals for asynchronous updates, reducing user interruptions and improving team productivity by 20%.

IT Administrator

AvioImage, Charlotte, NC | *July 2018 – December 2020* | 10 users | Level 2 Support

- Administered and managed **Microsoft 365** and **Windows Server** environments, ensuring system performance and availability.
- Oversaw network infrastructure, including **Fortinet switches**, **firewalls**, and **wireless access points**, supporting a multi-location setup.
- Developed and deployed **SSRS** reports for centralized business intelligence and operational insights.
- Improved disaster recovery strategies by implementing NAS and cloud-based backups, ensuring rapid system restoration.

Data Systems BI Solutions Developer

Telics, Fort Mill, SC | *September 2014 – July 2018* | 500+ Users | Level 1 Support

- Designed and implemented **BI dashboards** using **Power BI** and **SSRS** to provide actionable insights for stakeholders.
- Automated data processing and analysis tasks using **Python** and **VBA**, improving efficiency and reducing manual work.
- Supported data migration projects, ensuring data integrity during transitions between systems.
- Managed company hardware installations and optimized purchasing processes to align with budget constraints.

IT Consultant

My Wellness Place, Matthews, NC | 2013 – Present

- Provided IT support and infrastructure management.
- Developed custom software solutions.
- Managed system updates and ensured data integrity.

Education

- **BIS in Applied Management Information Systems: Operations Management** UNC at Pembroke | 2019–2020
- **AAS in Electronics Engineering Technologies** Gaston College | 2009 - 2010
 - President's Award for Excellence (4.0 GPA)
 - 2010 Most Outstanding Graduate in Computer Engineering Technologies

Certifications

- **CompTIA:** A+, Network+, Server+, Security+, CySA+, Data+, Cloud+, CASP+, CompTIA Security Analytics Expert
- **Microsoft Office Specialist:** Access, Excel
- **Agile:** Certified ScrumMaster (CSM), SAFe 6.0 Leading

Technical Skills

- **Business Intelligence:** Power BI, Tableau, Advanced Excel
- **Networking & Systems:** SQL Server, MySQL, Fortinet, VMware
- **Programming & Development:** Python, PowerShell, PHP, HTML5, CSS3
- **Cloud Platforms:** Microsoft Azure, Entra