

# Joshua Hale

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*Dedicated IT Technician with 2 years of hands-on experience supporting and securing small to mid-sized business networks.  
Proficient in network switching, firewall configuration, and maintaining high system availability.*

## PROFESSIONAL EXPERIENCE

### IT Technician

Fidelis I.T., Inc.

Fayetteville, NC

August 2023–Present

- Administered Windows Server environments across multiple sites, managing Active Directory objects, Group Policy configurations, DHCP, DNS, and user permissions to ensure secure and consistent access control and streamlined onboarding/offboarding processes.
- Maintained 99.99% system uptime across 600+ client devices using remote monitoring and management tools
- Conducted quarterly firewall audits on pfSense, SonicWall, and OPNsense environments, reducing rule misconfigurations and ensuring the systems remain hardened.
- Collaborated with internal and external networking teams to implement IPSec VPN tunnels between on-premises sites and cloud platforms (Azure and AWS).
- Configured VLANs and traffic shaping on Ubiquiti and SonicWall devices to optimize VoIP performance and ensure reliable connectivity to POS systems and SQL databases.
- Created and maintained up-to-date logical network diagrams and asset inventory sheets, improving infrastructure visibility and reducing troubleshooting time by 50%.
- Provided Tier 3 support via ticketing systems, delivering remote assistance for network, hardware, and software issues while documenting resolutions.
- Performed monthly backups of network and server infrastructure, ensuring disaster recovery readiness and preserving golden configurations for all critical systems.
- Deployed and configured NAS systems for small to mid-sized businesses, connecting clients to shared folders on macOS, Windows, and iOS platforms.
- Deployed and configured 3CX VoIP systems for small to mid-sized businesses, improving communication reliability and reducing telephony costs by up to 60%.

### Carpenter Assistant

Journey Construction Services

Fayetteville, NC

Jan 2022–August 2023

- Maintained a clean job site, assisted with framing, performed painting, and carried out demolition and deconstruction work.

## EDUCATION

### Associates of Science

Fayetteville Technical Community College

Fayetteville, NC

May 2024

## CERTIFICATIONS

### CompTIA Network +

May 2025

### 3CX Advanced Certification, (VoIP)

August 2024

## ADDITIONAL SKILLS

- Hardware:** Cable Tester, RJ45 Crimping Tool, Switches, Firewalls, Network Racks, Computer Hardware Repair and Install.
- Technologies:** Virtual Firewalls, Windows, Wireshark, Linux Servers, DNS, DHCP, Hyper V, HA, VIP.