

JOSHUA D. CRUBAUGH

IT SUPPORT • SYSTEMS TROUBLESHOOTING • TECHNICAL OPERATIONS

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PROFESSIONAL PROFILE

IT support professional with an A.S. in Information Technology and hands-on experience supporting users, endpoints, infrastructure, and day-to-day technical operations in remote, enterprise, customer-facing, and worksite environments. Strong background in Windows systems, hardware and software diagnostics, wired and wireless connectivity, virtualization, remote support, incident documentation, and root-cause troubleshooting. Combines formal IT training with practical experience around equipment and facilities, which helps with problems involving both computer systems and the way they are used in the field.

IT & TECHNICAL EXPERTISE

- **Operating Systems:** Windows 95–11; Windows Server NT/2000/2003/2008; Linux (Ubuntu, Debian, Red Hat, SUSE); macOS
- **Endpoint & Hardware Support:** PC hardware diagnostics, component replacement/upgrades, storage and memory troubleshooting, peripherals, device/driver issues, system recovery, software installation and configuration
- **Networking & Connectivity:** Wired and wireless setup and troubleshooting, IP/connectivity diagnostics, router and endpoint configuration, remote-access troubleshooting, basic network security
- **Virtualization:** VMware, VirtualBox, and Hyper-V; virtual machine setup, configuration, and troubleshooting
- **Technical Support Operations:** Remote support tools, ticketing/case management, incident notes, issue escalation, customer-facing troubleshooting, Microsoft Office, endpoint security
- **Systems & Infrastructure:** NOC monitoring, outage and performance alert response, incident triage, service restoration, operational documentation
- **Automation & Administration:** Windows command-line and PowerShell troubleshooting, system configuration, application deployment and installation, repeatable troubleshooting procedures
- **Problem Solving:** Root-cause analysis, technical documentation, process improvement, structured testing, and translating technical findings into clear next steps

APPLIED IT & TECHNICAL EXPERIENCE

Relevant experience is grouped by technical function to emphasize directly applicable capabilities.

- Provided remote and frontline technical support in production environments, diagnosing hardware, software, connectivity, and user-impacting issues through structured troubleshooting and secure remote-support tools.
- Worked in a Network Operations Center environment monitoring infrastructure, responding to outages and performance alerts, isolating likely causes, documenting incidents, and supporting restoration efforts.
- Produced clear case notes and technical documentation so other support personnel could follow the troubleshooting steps, findings, and corrective actions.
- Troubleshoot issues involving software, electronics, mechanical systems, and equipment in field and worksite conditions where the problem was not always limited to a single device or application.
- Supported users and customers with different technical skill levels by turning complex diagnostic information into practical step-by-step instructions and verifying resolution.
- **Used a root-cause troubleshooting process:** reproduce the problem, isolate variables, test likely causes, verify the fix, and document the outcome.
- Worked around active facilities, tools, equipment, and maintenance activity with attention to safety, downtime, access limits, and operational impact.

SELECTED TECHNICAL PROJECT WORK

- **Workflow Automation App:** Built and deployed a mobile application to automate cigarette-count reporting, reducing manual data entry by approximately 60%.
- **Windows Systems Troubleshooting:** Hands-on work with Windows installation/recovery, driver and device troubleshooting, networking issues, virtualization, software configuration, and repeatable repair procedures.
- **CAD & 3D Printing:** Designed and produced custom mechanical components for repair and reinforcement use cases, combining measurement, CAD modeling, fit validation, and iterative problem solving.
- **Cross-Discipline Diagnostics:** Used the same isolate-test-verify approach across computers, networks, electronics, mechanical systems, and field equipment.

EDUCATION & CERTIFICATIONS

- **A.S. in Information Technology** — Keiser University, Melbourne, FL — GPA 3.78; Dean's List; Phi Theta Kappa National Honor Society
- **CompTIA Healthcare IT Technician (HIT)**
- **Project Management Professional (PMP®)** — PMP No. 736828 | Original Grant: 02/02/2025 | Expiration: 02/02/2029
- **OSHA & CPR Certified**