

Joshua D. Crubaugh

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Professional Summary

Multi-disciplinary technician with experience across IT support, warranty and technical service, and hands-on maintenance, construction, and renovation. Known for rapid root-cause diagnosis, clear documentation, and delivering durable, high-quality fixes. Combines enterprise support experience with practical field work to keep systems, equipment, and properties operating reliably.

IT & Technical Skills

- Operating Systems: Windows 95–11; Windows Server (NT/2000/2003/2008); Linux (Ubuntu, Debian, Red Hat, SUSE); macOS; virtualization (VMware, VirtualBox, Hyper-V)
- Networking: Wired/wireless setup and troubleshooting; basic security and remote access
- Technical Support: Hardware/software diagnostics; remote support tools; ticketing systems; Microsoft Office; endpoint security
- Professional Skills: Technical documentation, customer-facing support, root-cause analysis, process improvement

Mechanical, Construction & Maintenance Skills

Painting & Surface Finishing:

- Deliver interior and exterior paint projects including prep, patching, sanding, priming, masking, cut-in, and finish coats.
- Restore damaged surfaces (holes, cracks, minor water damage) prior to coating to ensure adhesion and durability.
- Emphasize clean, uniform coverage and long-lasting results.

Construction & General Maintenance:

- Perform drywall repair, trim work, fixture installation, and routine property maintenance.
- Measure, cut, fit, and install materials accurately to ensure alignment and function.
- Identify and correct underlying causes of damage (moisture, movement, wear) rather than applying temporary fixes.

Home Renovation & Repair:

- Execute room and property upgrades including wall repair, surface restoration, sealing,

painting, and hardware replacement.

- Prepare substrates and structures properly before renovation to prevent rework and premature failure.
- Plan and sequence multi-step jobs to minimize downtime and waste.

Mechanical Repair & Fabrication:

- Diagnose and repair mechanical systems (engines, brakes, suspension, electrical).
- Create or modify brackets, mounts, and supports when standard parts are unsuitable or unavailable.
- Perform precision fitting, drilling, and alignment to ensure safe, reliable operation.

Tools, Equipment & Work Practices:

- Use hand and power tools safely and accurately for cutting, drilling, grinding, fastening, shaping, and installation.
- Apply proper measurement, layout, and test-fit procedures to ensure quality outcomes.
- Work to durability, safety, and functional standards, not just appearance.

Professional Experience

Warranty & Technical Support Specialist | Arnott Air Suspension | Nov 2025 – Jan 2026

- Provided frontline technical and warranty support for air suspension systems.
- Diagnosed mechanical and electronic faults and guided customers through troubleshooting to resolution.
- Processed warranty claims and produced clear, audit-ready technical documentation.
- Partnered with engineering and QA to identify failure patterns and improve support quality.

Technical Support Representative (Remote) | Ford Motor Company | Nov 2024 – Apr 2025

- Delivered remote technical support, resolving over 95% of cases without escalation.
- Diagnosed complex hardware and software issues using secure remote access tools.
- Maintained accurate case notes and consistently high customer satisfaction in a high-volume environment.

Network Operations Center Technician | AIS Engineering | May 2014 – Dec 2014

- Monitored infrastructure and responded to outages and performance alerts.
- Performed advanced troubleshooting and documented incidents and corrective actions.

Painter's Assistant / Renovation & Maintenance | BetterMinds LLC | Aug 2020 – Present

- Completed painting, surface preparation, drywall repair, and renovation tasks.
- Supported property maintenance and improvement projects from prep through finish.
- Delivered work to durability and quality standards.

Customer Service Representative | Circle K | Jan 2017 – Jan 2024

- Provided frontline customer and operational support in a fast-paced environment.
- Assisted with inventory, daily operations, and basic facility upkeep.
- Trained new employees and supported store operations.

CSR Supervisor | Target | Jul 2020 – Nov 2021 (Concurrent)

- Supervised and coached a customer service team to department goals.
- Improved workflow efficiency while maintaining corporate compliance.

Healthcare & Dietary Services | Brookdale Properties / Healthcare Services Group

- Supported operations in healthcare environments with strong adherence to procedure and confidentiality.

Projects

- Built and deployed a mobile app to automate cigarette count reporting, reducing manual entry by ~60%.
- Designed and produced custom mechanical components using CAD and 3D printing for repair and reinforcement use cases.

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)
 OSHA & CPR Certified
 Diagnostic and Therapeutic Radiation Administration, Dr. Philips Hospital (2012)