

Joshua Bush

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Professional Summary

Action-oriented individual with the flexibility to manage ambiguity and complexity without sacrificing results. Experienced with multiple object-oriented programming languages, Kernel languages, IP configuration, IP analyzation, and penetration testing.

Education

Bachelor of Science: Cybersecurity

Minor: Computer Science | Minor: Information Technology

Old Dominion University, Norfolk VA

December 2022

Relevant Courses

Cybersecurity Ethics and Operations

Object Oriented Programming and Design

Linux System for Cybersecurity

Network & Server Configuration and Administration

Digital Forensics

Database Concepts

Languages

C++, C, Python, HTML, Java, SQL, Linux, Unix

Professional Experience

May 2022 – Present

Information Security Support Analyst: Corvid Technologies, Corvid Cyberdefense, Mooresville

- Triage security concerns and vulnerabilities quickly for over 100 clients containing over 55k seats
- Maintain expert knowledge on full suite of protections provided
- Mitigate security threats established through central reporting system
- Collaborate between teams to navigate Cybersecurity threats and maintain databases on these threats

January 2022 – May 2022

Information Technology Intern / Junior System Administrator: FP1 Strategies, Clarendon, VA

- Manage end-user technological requests and issues through SolarWinds ticketing application
- Troubleshoot different MacOS, Windows, and Linux machines and servers
- Maintain, update, and train employees on internal IT procedures and documentation
- Develop, deploy, and maintain script policies to protect critical infrastructure and confidential information for 250 users
- Organize daily goals within the IT team to work towards existing and new projects in the workplace
- Establish relationship and coordinate communication with vendors for technological workplace requirements
- Identify, document, research, and educate IT team on repeated end-user patterns and behaviors

October 2019- March 2022

Genius Admin: Apple, Inc., Clarendon & Norfolk, VA

- Effectively communicate technical information to non-technical customers and management
- Mentor Geniuses, Technical Experts, and Technical Specialists in troubleshooting a variety of Apple products
- Provide resolution, education, and end steps for customer service escalations
- Facilitate learning and best practices on updated Apple products and services
- Organize information of a minimum of 180 repairs at a time while maintaining the integrity of customer information and privacy
- Collaborate between departments to ensure a positive experience for a variety of individuals