

Joshua Taylor

PROFESSIONAL SUMMARY

Goal-oriented, self-motivated professional with proven experience working on small teams and adapting to rapidly changing tasks and environments. Eager to join and excel in the IT industry. Able to prioritize tasks, develop plans, and motivate team members to accomplish goals.

EDUCATION

- Tidewater Community College | GPA 3.65 | Associates of Science, Business Administration
- Old Dominion University | GPA 3.78 | B.S., Cybersecurity, Currently Enrolled, Expected Graduation in August 2026
- Tidewater Community College | GPA 3.63 | Associates of Applied Science, Mechatronics, Currently Enrolled, Expected Graduation December 2026

Certifications

- CompTIA A+ | CompTIA Network+ | CompTIA Security+, Expires December 2026
- Cisco Certified Network Associate, In Progress

Skills

Linux | Windows | Customer Service | Research | Computer Hardware & Software Troubleshooting

EXPERIENCE

Electrician Apprentice

December 2024 - Present

City of Virginia Beach

- Assist and/or troubleshoot and repair electric motors, fans, and lighting systems; and install lighting outlets, switches and receptacles.
- Conduct preventive maintenance on distribution panels and equipment, circuit systems, controls and light fixtures.
- Troubleshoot, repair, and replace SCADAPack Programmable Logic Controllers.
- Interpret blueprints and equipment drawings.

Motor Equipment Operator I/II

2020-2022 & 2023-December 2024

City of Virginia Beach

- Assessed complex customer service requests and provided subject matter expertise, utilizing the appropriate construction methods and equipment to ensure a safe and positive resolution.
- Install, repair, and replace irrigations systems, stormwater drainage systems, and asphalt and concrete structures.
- Tracked and input employee time, daily cost reports, and equipment usage into employer tracking software.
- Worked in conjunction with other crews, departments, and private contractors as a team member to ensure timely completion of projects.

- Maintained open channels of communication with clients providing outstanding customer service and support for all concerns.

Grounds Crew Leader
City of Virginia Beach

June 2022 - September 2023

- Supervise, train, and mentor junior team members to ensure accurate and efficient task completion while promoting team development.
- Plan and assign daily work assignments for multiple crews.
- Demonstrate excellent time management and prioritization skills by facilitating the completion of multiple competing time sensitive assignments resulting in desired outcomes.
- Manage employee time, performance evaluations, awards, and disciplinary action.
- Deliver exceptional customer service to clients providing a positive experience.

Groundskeeper I/II
City of Virginia Beach

February 2020 – November 2020

- Provided professional landscaping and area beautification services to the City of Virginia Beach and its residents.
- Supervised junior Groundkeepers and ensured timely completion of assigned taskings exceeding expectations.
- Accurately completed and filed daily cost reports, weekly equipment inventories, daily fuel logs, and daily mileage logs.

Electrician Helper
Focus Electric

July 2019 – February 2020

- Collaborated with a Master Electrician to troubleshoot and repair a wide variety of electrical issues and concerns.
- Assisted customers by providing subject matter expertise on a range of electrical topics and concerns.
- Provided exceptional customer service resulting in positive customer feedback and returning clientele.

Human Resource Specialist
U.S Army Reserve

December 2018 – November 2020

- Assisted with the implementation of governmental human resource policies and procedures.
- Handled, filed, and maintained confidential customer information and documents.
- Utilized Microsoft Office Word, Excel, PowerPoint, and Outlook to draft and create memos, spreadsheets, emails, and educational briefings.

Maintenance Manager
U.S Army

August 2015 – December 2018

- Devised maintenance schedule to achieve 100% regulatory compliance and zero operational downtime.

- Performed routine scheduled services as well as on-the-spot repairs for 600 pieces of equipment.
- Trained 100+ employees on proper maintenance and operational procedures to sustain a flawless safety record.
- Conducted inventory and maintained accountability of 5,000 essential pieces of equipment totaling \$5.5 million with zero losses.
- Provided counsel and sound judgment on technical, legal, and ethical subjects to upper-level management.
- Drafted memos, trackers, and emails utilizing Microsoft Office (Word, Outlook, Excel, PowerPoint).
- Advised command of Chemical, Biological, Radiological, and Nuclear scenarios and concerns.