

# Joseph Stephenson

Savannah, GA 31401

[jobo0410@gmail.com](mailto:jobo0410@gmail.com)

+1 772 924 5427

Willing to relocate to: Savannah, GA - -

Authorized to work in the US for any employer

## Work Experience

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### **Tech Support Representative**

MCI (Altice) - Savannah, GA

April 2022 to Present

- Tech support for North East US customers
- Helping with modem, router, cable, and voice service issues
- Providing quick, friendly service to our millions of customers.

### **Engineering Technician III**

Mississippi Department of Transportation - Hazlehurst, MS

January 2021 to March 2022

- Road and bridge construction inspector
- Reading plans and project proposals to verify that contract work is being completed to specifications.
- Operating a nuclear density gauge.
- Working with project managers as well as fellow engineering techs and contractors to ensure projects are completed in a timely manner.

### **Uber and Lyft Driver**

Uber/Lyft - Tampa, FL

October 2019 to January 2021

- Uber - 4.9 Stars
- Lyft - 5.0 Stars
- Providing a pleasant experience for passengers.
- Maintaining a clean and friendly atmosphere no matter how difficult the trip or passenger.

### **Revenue Accountant**

Marine Max Inc - Clearwater, FL

April 2019 to August 2019

- Maintaining rapport with all operating Marine Max store fronts while also keeping up with my specific regions. (New Jersey, Rhode Island, and Mid-Atlantic)

- Verifying paperwork for completeness and following a checklist to facilitate the completion of high value sales.
- Input and verification of electronic wires and accompanying paperwork.
- Working as part of a team in a fast-paced environment to meet the financial goals each month.

### **Grocery Replenishment Specialist**

Publix - Tampa, FL

March 2016 to April 2019

- Working closely with customers and employees to create a pleasant and friendly shopping environment.
- Time management
- Oftentimes working with little to no supervision to complete tasks such as: product stocking, backroom organization, and display building.
- Admiration from the store manager and other department heads on my conduct and work ethic.

### **Head of Maintenance**

McDonald's - Safety Harbor, FL

November 2014 to March 2016

- Stocking and maintaining the storage room and coolers.
- Keeping priority equipment clean and functional, no broken ice cream machines here.
- Basically no supervision, I was my own boss and was able to manage time and perform tasks I deemed essential to keeping things running smoothly.
- Got along with all coworkers and went out of my way to help wherever I could.
- Got employee of the month, maintenance generally didn't ever get that.

## Education

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### **Associate in Computer Science**

St. Petersburg College - Clearwater, FL

September 2018 to Present

## Skills

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- Troubleshooting (7 years)
- Windows (7 years)
- Computer Hardware (5 years)

- Mac OS X (3 years)
- Supply Chain
- Accounts Receivable
- Blueprint reading (1 year)
- Help Desk
- Communication skills
- Microsoft Office
- Organizational skills

## Certifications and Licenses

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### **CompTIA Strata IT Fundamentals**

May 2013 to Present

Certificate ID: COMP001020565928

I have demonstrated a commitment to advancing my career in IT and was awarded this certificate after completing the CompTIA exam through my high school's IT program.

### **Microsoft Technology Associate**

May 2013 to Present

Certificate ID: E269-5379

I have successfully completed the requirements to be recognized as a Microsoft Technology Associate in Networking Fundamentals.

## Assessments

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### **Technical Support — Highly Proficient**

December 2018

Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.