

[Josh McFarland](#)

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Developer / I.T. Professional

About me:

Extensive communication experience and talent, having been employed for many years in customer service and sales positions.

Excels in logical and organizational tasks, and both written and spoken English. I keep my room very clean.

Served at numerous volunteer organizations including Computers 4 Kids (C4K), Habitat for Humanity, Jackson House, Mid America Science Museum, and TriCycle Community Garden.

Former web programmer on the board of directors for Low Key Arts, a 501(c)(3) nonprofit arts organization based in Hot Springs, AR.

Professional Experience

Languages

Worked in C#, Python, PHP, Java, Ruby, Javascript, HTML, CSS, and BASH.

Architectures

Windows, Mac, Linux, and IBM i series servers, desktops, and laptops, from DOS 3.1 up to Debian 11

Networking

Wired and wireless networking; extensive study of Cisco Routing and Switching and Cisco Wireless 200-355 with 5 unit racked hardware lab

I.T.

Data recovery, imaging, remote deployment and management, ticketing systems, directory services (Active Directory, LDAP)

Security

Deployed Duo 2fa auth with PHP, basic site auth, web application and network firewalls, and various VPNs

Technologies

Familiar with mobile technologies (iOS and Android), virtualization (VMWare, Hyper-V, Virtualbox, KVM), and web site administration (TLS, DNS, web servers)

Formal Education

Ouachita Baptist University

Attending for BS in Computer Science

National Park Community College

Associate of Science, Dean's Award 2011

Quapaw Technical Institute

Certificate of Computer Information Systems, 2001 - Won A+ certification for achieving 1st place in state VICA computer repair competition

Employment

Ouachita Baptist University

Hardware Technician, Arkadelphia AR

- Completed IBMi server training
- Scripting/automation of various procedures
- Machine imaging/deployment
- Network troubleshooting
- Directly worked with over 150 faculty/staff members
- Managed 4 student workers

Airmax Communications, LLC

Installer/Tower Engineer/Sysadmin, Hope AR

- Worked on operations management programs and network status map using Google Maps and Ubiquiti UNMS APIs
 - Troubleshooting for various server issues
 - Installed and configured radio tower equipment
- Installed/configured IPAM server for managing IP space and Owncloud server for hosting shared files
 - Created scripts for mass deploying SSH keys and remotely configuring changes to equipment
 - Door to door sales and installation of CPE (customer premise equipment)

Startek

Customer Security Department Supervisor, Hot Springs AR

- Fielded departmental questions for over 35 employees for a Fortune 100 company
- Made customer escalation call backs, handling 'difficult' customer concerns
- Utilize user authentication and document handling best practices
- Assisted clients with all aspects of account security

References

Bill Phelps

870-245-4552

Chief Information Officer, Ouachita Baptist University

Erick Santisteban

903-650-8311

Owner, Airmax Communications

Kris Flagg

214-293-4895

Manager, Startek

Bob McCleskey

501-226-9426

Director, Computers For Kids

Jerry Pruden

870-777-7587

Board Chairman, First United Methodist Church of Hope