Joshua Simon

Computer Information Systems Student

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Linkedin | Github | My Website

PROFESSIONAL EXPERIENCE

Information Technology Support Technician 06/2026 – Present
Penn State University Monaca, PA
- Troubleshoot, diagnose, and repair desktop PCs, laptops, printers, and audio/visual equipment
- Provide Tier 1 and 2 in-person and remote technical support for students, faculty, and administrative staff
- Manage incident tickets, take phone calls, and track inventory

Information Technology Intern 06/2026 – 09/2026
Clearview Federal Credit Union Moon Township, PA
- Delivered enterprise end-user support at corporate headquarters using ticketing software and remote management tools
- Administered Active Directory accounts, device onboarding/offboarding, and security group memberships
- Processed hardware deployments, secure e-waste disposal, and system imaging for corporate workstations

Independent Computer & Computer Parts Seller 2025 – Present
Self-employed Beaver Falls, PA
- Build, upgrade, repair, and refurbish computers/parts
- Diagnose and resolve hardware and boot issues
- Install OS and drivers, configure UEFI/BIOS
- Test and optimize systems for stability and performance
- Manage listings and customer communication online while maintaining 100% positive feedback on my eBay store

EDUCATION

B.S. in Information Technology 2025 – 2029
The Pennsylvania State University Monaca, PA
Information Technology with an Application Development option
GPA: 3.58

PROJECTS

Home Lab and Home Server
- Deployed a multi-node hypervisor environment using Proxmox VE running Linux VMs and Docker containers
- Self-hosted network-wide DNS filtering (Pi-hole), automated backup solutions, encrypted VPN remote access, and a Cisco enterprise switch

Coding Projects (Github)
Posture Tracking device and app (C++, Python, HTML), Credential phishing program (Java), Network port scanner (Python), Web to-do list (Java, HTML), Multi-user task list (Java), Homework tracker (Python, HTML)

SKILLS

Programming — Java, Python, HTML, some C++
Network Administration — VPN Config, DNS Server Config, Router Admin, CLI Commands (Windows and Linux), Cisco IOS, Physical/Logical Topologies, Ethernet Cable Making
Server Administration — Linux CLI, Remote Management (SSH), Service Deployment (Systemd, Docker)
Computer Configuration — Troubleshooting, Maintenance, Configuration (UEFI/BIOS, OS), Building, Upgrading
Operating Systems — Windows 10/11, Linux (Debian, Fedora, Ubuntu Server, Mint), Apple iOS